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| Job Title: | **Receptionist: Cadillac**  |
| Department: | **Agency** |
| Reports to: | **Reception Coordinator** |
| Grade: | **PA** |
| Supervises: | **N/A** |
| FLSA Status: | **Hourly, Full time**  |
| Prepared by: | **Aimee Birgy** |
| Date: | **May 3, 2021** |
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| Purpose:To provide customer service to all clients, staff, and vendors by answering the phone and welcoming visitors to the NMCAA Cadillac agency office. |
| Essential Functions:* Greeting and directing clients in person and on the phone, including screening calls
* and visitors.
* Representing the agency in a professional manner.
* Working cooperatively with clients, co-workers, partners, vendors, and the public.
* Performing all basic receptionist duties including office opening and closing procedures, cleaning of reception area, sign in /sign out logs, receive all shipments and deliveries, and stock bathroom supplies.
* Document all incoming checks and forward to the Business Office in Traverse City.
* Handling of all aspects of mail and shipping, including distribution of daily mail received and faxes. Issue and monitor postage stamp inventory for the agency. Order postage as needed. Complete a reconciliation of postage and postage cash on hand at the beginning of each month.
* Maintain working knowledge of all NMCAA programs, keeping abreast of updates and changes in order to appropriately handle program inquiries and referrals to other responsible parties as necessary.
* Monitoring inventory of coffee, copy paper, agency letterhead, office supplies, office equipment supplies, and bathroom/cleaning supplies coordinating with the Traverse City office for necessary approval and ordering information.
* Secretarial support for all office personnel, prioritizing and scheduling assignments according to importance and deadline criteria.
* Assist agency programs and activities in reporting as appropriate.
* Assist in donation activities in conjunction with Director of Advancement.
* Responsible for petty cash.
* Schedules Head Start recruitment appointments and send out reminder postcards.
* Schedules income tax program appointments.
* Monitors supplies and maintenance for office equipment (copier, fax, laminator, etc.).
* Coordinates scheduling of conference room and manages building key distribution as needed.
* Monitors and schedules building maintenance (furnace inspection, fire extinguishers, winter salt, carpet cleaning, etc.).
* Lead security team for Cadillac building.
* Performs other related duties as required and/or assigned.
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| Position Objectives:* To meet the needs of clients as well as co-workers.
* To properly sort, distribute, and send all incoming and outgoing mail.
* To ensure that all work is completed accurately and in a timely manner.
* To represent the agency in a professional, friendly, and caring manner.
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| **Measured by:*** The accuracy and timeliness of completed work.
* The quality of work produced.
* Cooperation with and feedback from clients and co-workers.
* The ability to represent the agency professionally and efficiently service clients.
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| **Minimum Education:*** A high school education or equivalent.
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| **Minimum Experience:*** No experience necessary.
* One to two years’ experience in an office, receptionist, or customer service setting preferred.
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| **Essential Abilities:*** A commitment to the NMCAA philosophy and mission.
* Ability to maintain confidentiality.
* Ability to interact positively with co-workers and clients in a non-judgmental, tactful, and courteous manner.
* Ability to suggest innovative approaches in completing job responsibilities.
* Ability to work openly and cooperatively as a team member.
* Ability to perform physical tasks to carry out specific job duties.
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| **Minimum Skills Required:*** Excellent customer service and interpersonal communication skills.
* Operation of a multi-line telephone system.
* Strong organizational skills with the ability to pay attention to detail.
* Ability to handle multiple tasks with multiple interruptions.
* Strong listening skills with the ability to understand and carry out directions.
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| **Minimum Physical Expectations:*** Physical activity that always involves keyboarding, sitting, phone work, and filing.
* Physical activity that often requires extensive time working on a computer.
* Physical activity that sometimes involves lifting up to 25 lbs. and standing.
* Physical activity that often requires bending, stopping, reaching, and twisting when filing, checking inventories or shipping.
* Physical activity that sometimes involves pushing and pulling over 25 lbs., but not more than 50 lbs.
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| **Minimum Environmental Expectations:*** Physical activity that sometimes requires exposure to loud noises that do not require ear plugs.
* Routinely uses standard office equipment, such as computers, phones, photocopiers, filing cabinets, and fax machines.
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