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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. | |
| 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. | |
| **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. | |
| **Minimum Education:**   * A high school education or equivalent. | |
| **Minimum Experience:**   * No experience necessary. * One to two years’ experience in an office, receptionist, or customer service setting preferred. | |
| **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. | |
| **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. | |
| **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. | |
| **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. | |