

JOB TITLE: RECEPTIONIST: SENIOR ADULT CENTER

NATURE OF WORK:

Maintain direct contact with the public on a daily basis and perform in-person and telephone reception for Senior Adult Center

EXAMPLES OF DUTIES:

This position directs customer inquiries to appropriate individual. This position is expected to possess excellent customer service skills, maintain composure in difficult situations, and obtain knowledge of the Senior Adult Center programs, services, and activities.

The following duties are not inclusive of all duties. The incumbent performs other duties as required:

- Receive and respond to public inquiries on the telephone and in-person;
- Operate computer terminal and other office equipment;
- Transcribe meeting minutes;
- Operate multi-line telephone system;
- Respond and direct public inquiries in person and on the telephone and provide information and referrals of inquiries to other employees when required;
- Compose and maintain word processing files utilizing a computer;
- Proofread various documents for completeness and accuracy;
- Sort and distribute all mail;
- Complete registration procedures for Senior Adult Center program participants;
- Schedule activity rooms at the Senior Adult Center;
- Perform general office/clerical duties on a daily basis;
- Order office, janitorial and copier supplies. Maintain inventory in storeroom to include stocking shelves and keeping the storeroom in an orderly manner;
- Post public notices on cable channels;
- Coordinate copier, postage and fax machine maintenance;
- Prepare receipts for monies received.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Requires knowledge of modern office practices and equipment including substantial knowledge of word processing programs and computers;
- Requires considerable knowledge of business English, spelling, grammar and correct composition;
- Requires ability to deal with the public in a tactful, pleasant, and courteous manner;
- Requires a valid State driver's license and a driving record free of significant moving violations or the ability to obtain a license within 30 days of hire.

MINIMUM EDUCATION AND EDUCATION QUALIFICATIONS:

- Requires high school graduation or GED equivalency.

APPROVAL SIGNATURES:

Department Head _____ Date _____

Human Resources Manager _____ Date _____

Manager _____ Date _____

Effective Date _____