

JOB DESCRIPTION



Job Title:	Receptionist	Reports to:	Executive Administrative Assistant
Status:	Full Time, Regular	FLSA:	Non-Exempt
Department:	Admin	Location:	IRHA Administrative Office
Schedule:	Monday through Friday	Hours:	8 AM to 4:30 PM
EEO-1:	Administrative Support Workers	SOC Code:	43-4171.00
Approved By:		Date:	

Job Summary: Primary responsibility is providing courteous and efficient customer service via telephone and/or in person as a front-line representative of IRHA. Greet, assist, and provide information to clients, visitors and other guests of the Organization. Provide clerical support to the overall organization. Receive applications and forward to department staff to process.

Essential Functions:

- Serves as the first point of contact for clients and customers, receive and screen in person visitors and telephone calls. Refer requests as needed to appropriate staff.
- Provide immediate, courteous, and efficient customer service to all whom contact IRHA.
- Operate multi-line telephone switchboard, retrieve messages, and route calls to appropriate staff, voicemail, and/or take messages. Distribute messages and information in a timely manner.
- Ensure program applications are date and time stamped as they are received.
- Assist staff with sending correspondence via mail, telephone, or email.
- Open and close reception area (locking doors, turning off lights, cleaning and sanitizing area, forwarding phones).
- Clean and organize kitchen area, ensure coffee and kitchen supplies are full and stocked.
- Perform clerical and administrative support to overall organization such as proofreading, transcribing information, operating computer to perform data entry, typing documents and letters, and prepare reports.
- Maintain files, log books, records, and staff listing.
- Collect, sort, distribute and prepare mail, messages, courier deliveries, the purchase and printing of stamps. Ensure proper postage and information on outgoing mail is correct before mailed.
- Transmit information or documents to customers and clients, using computer, mail, or facsimile machine.
- Provide internal staff updates of staff member's whereabouts and availability; also inform staff of other employees leave. Maintain and file current staff sign in rosters and update as needed.
- Provide internal communication to staff members as requested.
- Provide information about IRHA such as location, employees within the organization and services provided.
- Become a notary public as requested and provide notary services to staff and clients.
- Assist other staff with travel for all IRHA employees as requested.
- Create and post notices as requested.
- Order supplies and track orders, maintain supply rooms and storage areas.
- Order office equipment supplies and maintain supplies.
- Ensure all office equipment such as copiers, fax machines, video equipment has adequate supplies, in working order, troubleshoot issues or provide service requests for troubleshooting.
- Work with catering vendors to prepare and submit orders for various events and meetings.
- Maintain and purchase shopping items and lists for events, conferences, and meetings. Complete required payment documents for purchasing food and supplies.
- Set up and clean up conference rooms for events, meetings, and training.
- Assist in preparation of materials and packets for meetings and events. Ensuring proper grammar and punctuation and all pertinent material is complete for final preparation.
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- Maintain and update Village Council contact information and distribute to staff as required.
- Proficient in knowledge of filing and e-filing documents and informational materials.
- Punctual and reliable in all aspects of job duties and functions.
- Establish and maintain a Receptionist's Standard Operating Procedure manual and desk reference.
- Perform duties in compliance with established rules and regulations, policies, and procedures of Interior Regional Housing Authority.
- Other duties as assigned.

Knowledge, Skills, and Abilities:

- The ability to observe office etiquette and protocol, use discretion, ask questions as appropriate, and not interrupt at inappropriate times.
- The ability to effectively work as a member of a team.
- Proficient with Microsoft Office Suite or related software.
- Proficient use of office equipment, e.g., phones, copier, fax.
- Ability to work with written and computerized data.
- Ability to use tact, discretion, and courtesy in dealing with the public.
- Ability to establish and maintain working relationships with managers, employees and others encountered in the course of work.
- Ability to learn, follow and apply established office procedures.
- Excellent verbal communication skills.
- Excellent interpersonal and customer service skills.
- Basic understanding of administrative and clerical procedures and systems.
- Ability to communicate information in writing so others will understand.
- Punctual and dependable.
- Ability to deal with difficult and challenging customers and situations.
- Able to work with minimum supervision.
- Ability to work with diverse groups of people and effectively handle any immediate conflicts or challenges with visitors in the front office, in person and over the telephone.

Supervisory Responsibilities:

There are no supervisory responsibilities in this position.

Qualifications:

- High School diploma or GED.

Preferred:

- One year of related clerical experience or training, includes use of computers and office equipment.
- One year of work experience in an office setting performing clerical duties and contact with public.
- Knowledge of Housing Authority procedures and regulations.

WORKING ENVIRONMENT: The majority of the work is performed in a professional office setting with a wide variety of people in differing functions, personalities and abilities.

PHYSICAL DEMANDS: An individual will be required to work the majority of hours in a general office environment, and will need to be able to quickly respond to a change in work demands. Occasional light lifting (1-25 lbs.) is required. [Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions].

REASONABLE ACCOMODATION: It is IRHA's business philosophy and practice to provide reasonable accommodations, according to applicable state and federal laws, to all qualified individuals with physical or mental disabilities.

This job description is not an employment agreement or contract. Management has the exclusive right to alter the scope of work within the framework of this job description at any time without prior notice.