

# MEALS ON WHEELS PROGRAMS & SERVICES OF ROCKLAND, INC.

## JOB DESCRIPTION

**TITLE:** RECEPTIONIST/OFFICE ASSISTANT (Non-Exempt Position)

**HOURS:** 8:30 a.m. to 3:30 p.m., Monday – Friday (1/2-hour unpaid lunch)

**SUPERVISOR:** Human Resources Generalist

### **SUMMARY DESCRIPTION OF POSITION:**

The Receptionist will greet, assist, and provide direction and information to clients, visitors, and other guests of the Agency. Answer multi-line phone system and direct calls as appropriate. Performs general clerical tasks, including the use of computers, copy machines, and mail machines, along with administrative duties, as necessary.

### **IDEAL CANDIDATE WILL BE:**

- Monday-Friday - 8:00 AM - 3:30 PM
- Detail-oriented
- Exceptional organizational/communication skills, and have computer proficiency to assist with the coordination of meal delivery programs and other online-related tasks.
- Highly motivated
- Dependable – Receptionist is a very important team member of Meals on Wheels
- Capable of multi-tasking
- Positive – a must
- Adaptable/flexible
- Follow direction well and communicate with a positive attitude throughout day

### **REGULAR TASKS:**

- Provides answers to routine questions in response to calls concerning general inquiries about the Agency. Assists callers to successful resolution of their requests.
- Greets visitors and clients, answers inquiries, and refers them to proper personnel.
- Assures awareness of staff schedules, directs phone messages for staff to voicemail in their absence, or takes messages at their request. Provides general information and resource assistance in response to telephone inquiries.
- Update the daily Home Delivered Meals spreadsheet with any delivery-related changes and create skip list for the commissary, enter information into ServTracker. Update all spreadsheets as necessary.

Revised 08/2023

- Performs computer work in software program, and may work in Microsoft Word and Excel for other staff.
- Ensuring Welcome Packages are created and mailed timely.
- Responsibility for posting and receiving mail.
- Inputs data entry in Serve Tracker for new client information.
- Fill copier machines with paper daily.
- Makes sure staff kitchen is tidy at the close of each day.
- Reports and works closely with the Human Resource Generalist.
- Aware of professional office procedures
- Contributes to team effort by supporting Meals on Wheels events.
- Recognize our #1 Goal of Meals on Wheels Mission - To serve a nutritionally balanced meal and a daily contact to the homebound of Rockland County. Meet our goals with a positive attitude.
- All other tasks assigned.

### **EXPERIENCE AND SKILLS:**

- Excellent typing skills and knowledge of Microsoft Word and Excel
- Good verbal communication skills
- Ability to multi-task and perform tasks independently
- Ability to answer phones and direct calls to the appropriate person
- Knowledge of Microsoft, Google Docs, and basic data entry

### **QUALIFICATIONS:**

- High school diploma or equivalent required.

### **PHYSICAL REQUIREMENTS:**

- Prolonged periods of sitting at a desk.
- Must be able to lift up to 15 pounds at times.