



JOB DESCRIPTION

TITLE: RECEPTIONIST/OFFICE ASSISTANT
HOURS: 30 HOURS PER WEEK – NON-EXEMPT
SUPERVISOR: HUMAN RESOURCE GENERALIST
SALARY: \$17.50 PER HOUR

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 - 8:30 AM - 3:00 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 multitasking
- Positive – a must
- Adaptable/flexible
- Follow directions well and communicate with a positive attitude throughout the day

REGULAR TASKS:

- Provides answers to routine questions in response to calls concerning general inquiries about the Agency. Assists callers to the 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.
- Performs computer work in software programs, 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 the staff kitchen is tidy at the close of each day.

AN EQUAL OPPORTUNITY EMPLOYER

- 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.

Employee Signature

Date

Supervisor Signature

Date