



Job Title: Receptionist Training Position

SUMMARY

The trainee will learn the important role being the first point of contact for The Place of Forsyth. Our receptionist's duties include warmly and professionally welcoming clients, donors, and people from the community to The Place. The trainee will learn and offer administrative support across the organization. The receptionist will be trained to answer and direct phone calls and coordinate front-desk and administrative tasks to the highest quality standards.

TRAINING FOCUS

- Knowledge of The Place
- Outlook mail
- Phone system
- MS Excel & Word
- Printing labels
- Copying/scanning
- Charity Tracker
- Qualifications procedures
- Web searching
- County Resources

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Answers telephone, answers inquiries, forwards calls as appropriate
- Warmly greets and welcomes volunteers, clients, donors, and guests as soon as they arrive in the office
- Gains understanding about all areas of The Place and communicates accurate information to inquiries
- Ensure reception area is tidy and presentable, with all necessary stationary and materials (e.g. pens, forms, and brochures)
- Provides basic and accurate information in-person and via phone /email
- Performs other clerical receptionist duties such as filing, photocopying, scanning and faxing
- Resourceful in finding referrals to meet clients needs for those not managed by The Place
- Accurately explains qualifications for The Place services, where required

- Receives clients' forms and documentation, updates Charity Tracker database, and assists with qualifying clients for programs
- Maintains office security by following safety procedures and controlling access via the reception desk
- Keep inventory of office supplies and keep stocked
- Other duties as assigned by supervisor

SKILLS

- Answering the Telephone with a professional demeanor
- Good verbal and written communication skills
- Computer skills – email, web, web-based database, MS Word & Excel, label printing
- Copying and scanning
- Filing
- Professionalism
- Customer focus
- Organization
- Time management
- Positive attitude
- Handles pressure and can multi-task
- Proactive
- Personable and patient
- Supply management
- Fluent in Spanish a plus

We are an Equal Employment Opportunity employer committed to providing equal opportunity in all our employment practices, including selection, hiring, assignment, re-assignment, promotion, transfer, compensation, discipline, and termination. The Place prohibits discrimination, harassment, and retaliation in employment based on race; color; religion; national origin; sex (including same sex); pregnancy, childbirth, or related medical conditions; genetic information; age; disability or handicap; citizenship status; service member status; or any other category protected by federal, state, or local law. Violation of this policy will result in disciplinary action, up to and including immediate termination.

Name (Print): _____

Signature: _____ Date: _____