



POSITION DESCRIPTION- Receptionist

Position:	Receptionist
Division/Department:	Operations
Reporting Relationships:	Business Manager
Normal Work Schedule:	8:00 a.m. to 4:00 p.m. Monday through Friday

Minimum Qualifications:

- High school diploma or equivalent.
- At least one (1) year of successful work experience with reception duties.
- Experience using Microsoft Excel and Word preferred.

Specialized Skills and Knowledge:

- Ability to write routine business letters reflecting standard styles.
Ability to adhere to strict restrictions relating to confidentiality.
- Ability to develop and maintain working relationships with administrators, associates and residents.
- Ability to prioritize and deal with multiple requests and projects.
- Ability to order supplies, fill orders, and maintain records of transactions.
- Skills in typing, data entry, 10-key calculator, word processing, and spreadsheets.
- Knowledge of office practices and procedures.
- Ability to communicate orally to answer telephone calls and direct callers to the appropriate staff.
- Ability to communicate orally to greet people in person as they enter the Facility and direct them to the appropriate staff.
- Must be able to display extreme tact and project a professional image to the public at all times
- Will serve as primary person to receive visitors and to answer telephone calls to Facility.
- Maintain a neat and tidy work area as the first representation of the Facility.

SUMMARY OF JOB DUTIES AND FUNCTIONS

ESSENTIAL FUNCTIONS

Serve as facility receptionist:

- Greet and assist facility visitors with all needs
- Assist with kiosk deposits
- Take resident property including searching property
- Assure visitors sign in and out
- Alert staff when a visitor requests to speak to a staff member
- Answer SEPTA primary phone line within 2 rings
- Announce incoming phone calls before transferring

Manage facility mail:

- Retrieve and sort incoming mail upon delivery
- Place outgoing mail into outside mailbox daily
- Take special deliveries to post office as needed
- Notify staff of parcels too large for mailboxes
- Forward former resident mail or return mail as appropriate keeping a log of all forwarded mail

Reporting:

- Maintain operations department monthly statistics entry

Clerical duties:

- Filing support for Operations Department including, but not limited to, resident accounts, operations fiscal accounts, personnel files
- Receive and log all employment applications including prescreening for minimum qualifications
- Maintain resident payroll receipts log
- Disburse office supplies as needed
- Maintain facility equipment inventory

Data entry:

- Post resident transactions as assigned
- Other data entry duties as assigned
- Will assist other departments as needed in typing and other duties.

MARGINAL FUNCTIONS

- Assist other departments as needed in typing and other duties.
- Must be able to understand and demonstrate the need to be flexible in an agency with a small staff.
- Assist as needed in receiving drug screens, including witnessing samples.
- Assist in preparation of audit files for Department of Rehabilitation and Correction and American Correctional Association audits.
- Will need, from time to time, to be assigned to projects and duties outside of the normal.

STANDARDS OF PERFORMANCE

Quantity

- Complete all work required on a weekly basis.
- Telephone calls are answered as promptly as possible with no more than 2 rings.
- Walk-in visitors are greeted immediately.
- Perform in a manner that conforms to all the Facility's Policy and Procedures and Personnel Policy Manual.

Quality

- Carefully check letters, memos, and reports for spelling, grammar, and mathematic errors. Error rate on a weekly basis should not exceed five instances.
- Plan and organize workload in a manner that routine responsibilities are handled in a systematic fashion. Examples: Required office supplies are on hand as needed and resident account data entry tasks are completed in assigned timeframes.
- Respond to routine and extraordinary requests for service in a professional manner. Make effort to accomplish special requests to meet the needs of the staff person making the request.

Timeliness

- Report to work on time, as scheduled.
- Meet the schedule for all work and reports.
- Assure that you do not prevent others from meeting their deadlines because of you.

Team Effort/Cooperation

- Demonstrate a cooperative attitude regarding meeting work demands. Share job responsibilities of others and make effort to work with co-workers.
- Demonstrate a cooperative attitude regarding helping other units of the facility.
- Volunteer for special projects; seek to assist other units when your workload allows.

Information Processing

- Meet all deadlines and schedules for work activities and report preparation.
- Have all records organized and stored in a manner that permits easy access by others as needed.

Using Office Equipment

- Demonstrate proficiency with the computer, typewriter, calculator, copier, fax and other office equipment.