

Job Description:

RECEPTIONIST

GENERAL RESPONSIBILITIES

The Receptionist office space is at the domestic violence shelter. The Receptionist greets visitors, clients, and potential clients in a professional manner. The Receptionist has responsibility for answering the telephone and general knowledge of all programs of the agency, taking messages, making appointments, data entry and other general office duties as assigned. This position is supervised by the Domestic Violence Shelter Coordinator.

EXAMPLES OF WORK

- Answers telephone courteously and professionally for the agency.
- Takes messages for staff members.
- Greets all visitors in a friendly, professional manner and directs to appropriate person.
- As back up to the Administrative Specialist, performs data entry of program documentation into the Infonet & generates monthly reports as needed.
- Assists Office Manager in preparation of intake packets.
- Monitors the security system.
- Maintains postage equipment and processes both incoming and outgoing mail.
- Distributes/collects mail twice daily from program level offices.
- Delivers outgoing mail to post office on daily basis, leaving office at 4:20 p.m.
- Maintains brochure and other materials in public displays.
- Shreds documents as required.
- Receives donations, directs to Office Manager, and writes thank you-s.
- Assists in preparing agency mailings and maintains mailing list.
- Attends and participates in all required staff meetings.
- Attends and participates in agency events.
- Performs clerical duties and other duties as required.

QUALIFICATIONS

The Receptionist should have one year of successful experience in general office work including public contact. 40 hr Domestic Violence certification is a plus, may be completed upon hiring. Computer knowledge and word processing experience required. Volunteer work will be counted as prior experience, and an AA degree will be considered in lieu of experience. The Receptionist must be able to demonstrate the ability to communicate well with persons on the telephone and as they come to offices, conform to high standards of confidentiality, and be able to perform assigned tasks on a timely basis. Applicants must be able to perform the following: Lift and carry 30-50 pounds, sit and/or stand for prolonged periods of time, bend, twist, stoop, or kneel, exhibit manual dexterity, vision correctable to 20/20 or sufficient to complete job responsibilities, including color recognition, hearing correctable in order to complete job responsibilities.

SALARY AND BENEFITS

The salary range for this position is \$20,800 to \$22,000 annually, with raises each year depending on performance and available funds. Fringe benefits include paid holidays, up to 19 paid leave days per year, group health insurance, matching retirement fund, and an Employee Assistance Program.

WORK CONDITIONS AND ENVIRONMENT

This is a full-time position requiring 40 hours per week, with an individual schedule determined by the Shelter Coordinator, who supervises this position. This position is subject to the requirements of the Fair Labor Standards Act.

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