

Marion Senior Services
Job Description

Position	Reports To	HR USE
Receptionist/Administrative Assistant	Outreach Manager	
Employee Name	Employee Signature	Date
I have read the job description and can perform the essential functions of this position with or without accommodation.		

SUMMARY

The Receptionist/Administrative Assistant is responsible for attending to visitors and dealing with inquiries on the phone and face to face. The Receptionist/Administrative Assistant supplies information regarding the organization to the general public and clients.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned

- Answer telephone, screen and direct calls
- Take and relay messages for other departments
- Provide information to callers
- Greet persons entering building cordially and cheerfully
- Direct persons to correct destination and person
- Deal with queries from the public and clients
- Ensure knowledge of staff movements in and out of organization
- Monitor visitor access and maintain security awareness
- Provide general administrative and clerical support
- Provide coverage for other part time receptionist when needed due to vacations etc.
- Prepare correspondence and documents
- Enter donations and checks into database
- Receive and sort mail and deliveries
- Organize conference and meeting room bookings
- Monitor and maintain office equipment
- Control inventory relevant to reception area
- Tidy and maintain the reception area
- Assist in administrative duties for the department
- Perform other duties as needed

SUPERVISORY RESPONSIBILITIES

- None

ESSENTIAL REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to individuals with disabilities to perform the essential functions.

- Excellent Verbal and written communication skills
- Bi-lingual English and Spanish a Plus
- Professional personal presentation
- Excellent Customer Service Skills
- Information management
- Ability to organize and plan
- Attention to detail
- Initiative
- Reliability
- Ability to work in an environment that sometimes may be stressful due to client demands

The EEO Policy of Marion Senior Services (MSS) prohibits job discrimination on the basis of race, color, religion, sex, national origin, or disability

EDUCATION and/or EXPERIENCE

- High school diploma generally required
- Knowledge of administrative and clerical procedures
- Knowledge of computers and relevant software application including Excel and Outlook
- Knowledge of customer service principles and practices
- Keyboard skills
- Ability to work a multi-line phone system

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid Florida Class E Driver’s License and Driving Record that meets company’s insurance standards is required.
- Must have own reliable transportation.

MINIMUM NECESSARY RESTRICTION TO PHI To perform the functions of this job, persons in this position may require access to or exposure to client information, medical records or computer applications that contain Protected Health Information including, but not limited to electronic medical information, client medical records, written information, faxed information or spoken word. Incidental exposure of Protected Health Information may occur during the workday.

Incumbents in this position must make all reasonable efforts to preserve the confidentiality and integrity of Protected Health Information and not to use or disclose more than the minimum amount of Protected Health Information necessary to accomplish the intended purpose of their position responsibilities.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Variety of walking, standing, sitting, stooping.
- Requires normal range of hearing, vision and manual dexterity to operate keyboard, telephone, photocopier, calculator and other office equipment as needed.
- Occasional stress from dealing with multiple demands.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Office setting.
- Frequent contact with staff and public.

Revised Date	Approved By (Manager):	Approved By (Human Resources):
4/15/2016	Jennifer Martinez, Executive Director	Donna Tackett, HR Director
10/3/2019	Cassandra Jackson, CCE Director	Donna Tackett, HR Director