

EAST Job Description

JOB TITLE: Receptionist

DEPARTMENT: Operations

REPORTS TO: Senior Director of Operations

FLSA STATUS: (EXEMPT OR NONEXEMPT): Non-exempt

SAFETY SENSITIVE: No, except when working with students

PREPARED BY: Jessica Dunham

PREPARED DATE: August 30, 2022

APPROVED BY: Matt Dozier

APPROVED DATE: August 30, 2022

SUMMARY: The Receptionist is instrumental in the smooth and efficient management of the EAST Initiative office and provides a variety of administrative tasks such as the dissemination of information between departments, acts as a point of contact for visitors, and provides organizational support in general. This position is responsible for greeting and directing guests, answering phone calls, managing the incoming mail, and actively monitoring the common internal calendar.

Essential Duties and Responsibilities:

- Act as the first point of contact for visitors and guests using a very friendly, warm, and pleasant demeanor both in person, via email, and on the telephone.
- Maintain reception area to present an inviting atmosphere.
- Attend to cleanliness and organization of common office spaces and storage areas.
- Maintain hospitality station in the front office by making sure vending supplies are stocked, coffee is made, and guests are attended to during breaks. Coordinate with Office Manager to purchase vending supplies when needed.
- Provide change to guests and staff as needed and reconcile petty cash with Staff Accountant.
- Manage incoming mail and distribute it to appropriate departments.
- Assist in the coordination of special activities (social events, special event cards, etc.)
- Entering data into database software and checking to ensure the accuracy of the data that has been entered.
- Printing, folding, stuffing, addressing, and adding postage to appeals and other mailers.
- Writing handwritten thank you notes when applicable.
- Close the office each day by doing a walk-through, turning off lights, making sure exterior doors are locked, and the alarm system is armed (when appropriate).
- Maintain package log for packages received.
- Other duties as assigned

Secondary Duties and Responsibilities:

- Work with staff and committees to plan and deliver the EAST Annual Conference and other events.

Qualifications:

- Basic knowledge of Microsoft Office Suite or comparable tools
- Working knowledge of Google products
- Knowledge of standard business practices
- Ability to develop and manage a departmental filing system
- Must type 40 wpm
- Must be extremely detail-oriented, organized, and able to make sound decisions

- Ability to communicate with a diverse population of interested parties (community-based, EAST facilitators, students, school administrators, business and government interests)
- Ability to collaborate in teams (internal and external)
- Must have a current unrestricted driver's license
- Must have the ability to travel on a limited basis with overnight travel sometimes being required

Supervisory Responsibilities:

- None

Education And/Or Experience

- High School Diploma or equivalent
- Prior experience in an office environment preferred

Language Skills:

- English language: including punctuation, spelling, grammar, and writing technique
- Excellent written and verbal communication skills

Reasoning Ability:

- Ability to problem solve using deductive reasoning skills in a timely manner

Mathematical Skills:

- Basic skills including but not limited to addition, multiplication, and division of whole numbers, decimals, and fraction.

Physical Demands:

- Ability to occasionally lift 35 pounds
- Ability to drive a car
- May frequently be required to stand, walk, use hands, reach, stoop, kneel or bend, talk, or hear.

*Requests for accommodation need to be directed to Human Resources

Work Environment:

- Quiet to moderate noise level
- Fast-paced and positive