

Receptionist/ Office Assistant

Reports to: Chief Operating Officer

Job Summary

The Receptionist/ Office Assistant is a professional position which will answer phones, greet visitors, and assist members of the organization by providing clerical services. Some of these duties will include Outlook calendar management, greeting guests, answering phones, making travel arrangements, planning and scheduling meetings, consolidating status reports and any other projects as needed. Teamwork and organizational skills are essential. The ability to speak English and Spanish is highly preferable. This is a permanent, full-time, non-exempt position.

Essential Functions, Duties and Responsibilities

This list is representative but not all inclusive of the duties and responsibilities of this position. The Receptionist/ Office Assistant must be willing to learn and assume additional department responsibilities, as assigned by the Chief Operating Officer and the Executive Director.

- Answer telephone and greet visitors;
- Respond to internal and external inquiries and distribute accurate information
- Open and distribute mail daily
- Mail and/or email out information packages daily
- Type letters, correspondence, documents, forms, and related items
- Assist in preparation, photocopying, and submission of dockets, as directed
- Operate and maintain general office equipment such as adding machines, computers, fax machine, photo copiers, printers, etc.
- Maintain a clean and organized work environment
- Display extraordinary customer service skills in person, telephone and written communications
- Performs other duties as required.

Minimum Qualifications and Requirements

Education: High School diploma or GED

Certification/License: n/a

Experience (Years): Three years in a similar position

Experience (Technical): n/a

Computer Skills: Advanced computer skills, including proficiency in Microsoft Offices products (i.e. Outlook, Word, and Excel)

Travel: A properly insured vehicle and a driver's license are necessary for local business travel; mileage reimbursement is made at the prevailing government rate

Additional Information

Must be flexible and open minded while working with applicants and other team members. Must be able to communicate effectively verbally and in writing, in a group setting or individually, in person or remotely via video conference. Must be responsible, dependable, accountable, self-motivated, and able to perform under pressure to meet deadlines.

A late working day is required at a minimum once a week or monthly, and hours may be modified to coincide with needs of applicant/s and help achieve our deadlines. This position may require Saturday or evening work.

Additional skills include:

- Knowledge of office practices and procedures
- Knowledge of English grammar, punctuation, and spelling
- Ability to compose simple letters
- Ability to type, use office equipment, including basic computer operations
- Ability to take meeting notes and type them
- A nice disposition to work well with the public
- Ability to multi-task and work independently with minimum supervision.

Benefits: This position is entitled to all benefits as outlined in the Florida Home Partnership Personnel Policies and Procedures Manual.

I have read this job description and understand the position accountabilities, position qualifications, physical requirements and working conditions. I have been provided with a copy of this document.

Employee Signature

Date

Manager Signature

Date