

# EAST JOB DESCRIPTION

**JOB TITLE:** Receptionist  
**DEPARTMENT:** Operations  
**REPORTS TO:** Senior Director of Operations  
**FLSA STATUS: (EXEMPT OR NONEXEMPT):** NON-EXEMPT  
**PREPARED BY:** Melanie Ridlon  
**PREPARED DATE:** March 13, 2017  
**APPROVED BY:** Matt Dozier  
**APPROVED DATE:** March 20, 2017

**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 and outgoing mail, and actively monitoring the common internal calendar. The Receptionist also monitors and coordinates upkeep on the facility and its maintenance needs.

## **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 front-desk office space to present an inviting atmosphere.
- Manage incoming and outgoing mail along with shipping and receiving duties.
- Attend to cleanliness and organization of common office spaces and storage areas.
- Close the office each day by doing a walk-through and making sure all doors are locked, lights are off, and the alarm is armed (when appropriate).
- Monitor and be aware of the schedule of events for each day/week and coordinate with other staff to prepare rooms as needed.
- Monitor and record inventory of general supplies on a weekly basis.
- Assist in the scheduling, tracking and vendor lists associated with EAST facility maintenance needs.
- Maintain the hospitality station in the front of the office by making sure supplies are stocked, coffee is made, and guests are attended to during breaks. Monitor the vending inventory, provide change when needed, and assist CFO in reconciliation.
- Assist in activities related to the preparation and planning of the EAST Board of Directors meetings. This includes the creation of Board Books, coordinating refreshments and serving as the primary point of contact for room setup needs for meetings.
- Assist staff in creation, duplication, and mailing of forms and documents.
- Assist in the coordination of special activities (social events, special event cards, etc).
- Maintain the EAST Staff Contact list
- Other duties as assigned.

## **SECONDARY DUTIES AND RESPONSIBILITIES:**

- Work with staff and committees to plan and deliver the 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, facilitators, students, school administrators, business and government interests)
- Ability to collaborate in teams
- 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 setting (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 fractions

**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

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Signature

Print Name

Date