



Clay Center

Receptionist

Department: 1154

FLSA Status: Non-Exempt

Grade/Level:

Work Schedule:

8:30AM-5:00PM M-F

Job Status: Full Time

Reports To: Executive Assistant

Amount of Travel Required: No travel required

Positions Supervised:

None

POSITION SUMMARY

Answers the Clay Center's general number in order to obtain information for general public, customers, visitors, and other interested parties. Provide information regarding activities conducted at the Clay Center including but not limited to location of departments, offices, and employees within organization.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Essential Functions Statement(s)

- Operate telephone switchboard to answer, screen and forward calls, providing information, taking messages and scheduling appointments.
- Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.
- Hear and resolve complaints from customers and public.
- Schedule appointments, and maintain and update appointment calendars.
- Keep a current record of staff members' whereabouts and availability.
- Collect, sort, distribute and prepare mail, messages and courier deliveries.
- Analyze data to determine answers to questions from customers or members of the public.
- Schedule space and equipment for special programs and prepare lists of participants.
- Provide information about establishment such as location of departments or offices, employees within the organization, or services provided.
- Receive payment and record receipts for services.
- Perform administrative support tasks such as proofreading, transcribing handwritten information, and operating calculators or computers to work with pay records, invoices, balance sheets and other documents.
- File and maintain records.
- Transmit information or documents to customers, using computer, mail, or facsimile machine.

- Perform duties such as taking care of plants and straightening magazines to maintain lobby or reception area.

POSITION QUALIFICATIONS

Competency Statement(s)

- Customer Oriented - Ability to take care of the customers' needs while following company procedures.
- Friendly - Ability to exhibit a cheerful demeanor toward others.
- Reliability - The trait of being dependable and trustworthy.
- Responsible - Ability to be held accountable or answerable for one's conduct.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.

SKILLS & ABILITIES

Education : High School Graduate or General Education Degree (GED)

Experience : One to two years related experience

Computer Skills

Microsoft Office Suite-Word, Excel, PowerPoint and Outlook

Certificates & Licenses

Other Requirements

Ability to learn other related organizational software

PHYSICAL DEMANDS

Physical Demands		Lift/Carry	
Stand	O (Occasionally)	10 lbs or less	O (Occasionally)
Walk	O (Occasionally)	11-20 lbs	O (Occasionally)
Sit	F (Frequently)	21-50 lbs	O (Occasionally)
Handling / Fingering	O (Occasionally)	51-100 lbs	N (Not Applicable)
Reach Outward	O (Occasionally)	Over 100 lbs	N (Not Applicable)
Reach Above Shoulder	O (Occasionally)	Push/Pull	
Climb	N (Not Applicable)	12 lbs or less	O (Occasionally)
Crawl	N (Not Applicable)	13-25 lbs	O (Occasionally)
Squat or Kneel	O (Occasionally)	26-40 lbs	O (Occasionally)
Bend	O (Occasionally)	41-100 lbs	N (Not Applicable)

N (Not Applicable)	Activity is not applicable to this occupation.
O (Occasionally)	Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
F (Frequently)	Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
C (Constantly)	Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

Other Physical Requirements

WORK ENVIRONMENT

Prepared by: _____ Date: _____

Approval Signature: _____ Date: _____

Approval: _____

Approval: _____

Employee Signature: _____ Date: _____

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.