



## **Receptionist Apprentice**

### **Job Summary**

- The Receptionist Apprentice, reporting to the Executive Director will learn to answer incoming calls, direct calls to appropriate staff, distribute mail and provide additional clerical support. The Receptionist is the first point of contact for the entire organization, which requires a positive attitude and polished, professional appearance. This position will multi-task a variety of front office activities.

### **Tasks and Responsibilities:**

- Welcoming on-site guests, determine nature of business, and announces guest to appropriate personnel.
- Answering incoming telephone calls, determining purpose of callers, and forwarding calls to appropriate personnel or department.
- Taking and delivering messages or transferring calls to voicemail when appropriate personnel are unavailable.
- Assist members with clerical duties to include faxing, scanning and copying documents, and organizing/maintaining files.
- Answering questions about organization and provides callers with address, directions, and other information requested.
- Receiving and forwarding incoming faxes.
- Receives, sorts and distributes mail.
- Support administrative and special projects requirements, as assigned.
- Other duties as assigned.

### **Required Knowledge/Skills/Job Qualifications:**

- Polished professional with outgoing attitude, be a team player and love to make the guests feel at home.
- Excellent typing skills (word processing; 50-60 wpm), high level of proficiency with general office PC applications (i.e. MS Word, MS Excel, MS Access, MS PowerPoint) and comfort with learning new applications as required.
- Demonstrated excellent organizational, coordinating and personal interface skills.
- Proven job diligence, dedication and attention to detail.
- Comfort and experience interfacing with various levels of staff and management, while working in a fast-paced environment.
- Familiarity and working knowledge of general office machines (i.e. fax, copier, printers, etc.) required.
- Demonstrate excellent written and verbal communication skills, including the ability to successfully communicate with the public, other employees and vendors.
- High School diploma or GED.