

ALZHEIMER'S COMMUNITY CARE, INC.

Position Title: Receptionist /HR Assistant
Supervisor: Vice President of Human Resources
Department: Human Resources
Status: Non-exempt
Effective Date: March 2009
Revision Date: February 2020

Position's Major Description: The Receptionist/Human Resources Assistant is the initial contact when callers or visitors connect with the Organization and ensures that the public values organizational services and resources as a result of the fashion in which they are greeted. Responsibilities include answering phones, greeting visitors and data entry related to applicants and volunteers. This position requires a professional image at all times, strong people and communication skills and must perform all job functions at the highest level of confidentiality and professionalism. Accuracy, customer service, organizational skills and timeliness are paramount.

Position Responsibilities:

1. Consistently answers all incoming telephone calls, at the front reception desk, using a twelve-line telephone system and transferring calls to appropriate staff member or voicemail message box if necessary during all hours of operation.
2. Retrieves messages from answering service on a daily basis. Ensures that phone message along with details (*e.g.* date, time of call, phone number, etc.) are communicated by email to appropriate staff member.
3. Greets all visitors in a courteous and professional manner. Ensures all visitors sign-in, and then directs visitors to their desired destination.
4. Opens daily mail, date stamps and distributes via in-house mailboxes to appropriate department/staff. Ensures that all out-going mail is inserted into the US Postal Mailbox every business day by 12:00 noon.
5. Process daily checks by date stamping, logging on spreadsheet and copying all incoming checks accurately and on a daily basis (twice on Monday). Forward checks and copies of checks to the Fiscal Department.
6. Checks the fax machine for incoming faxes and distributes the faxes via in-house mailboxes to the appropriate staff member on a daily and frequent basis.
7. Receives supply orders ensuring essential documentation such as packing slips, delivery receipts or original invoice are attached. Notifies Operations Manager of documentation or incorrect receipts.

8. Tracks, maintains and files applications, keeping active applications separate from EEO forms by month on file for a period of twelve (12) months.
9. Writes and sends as directed thank you letters for all employment applicants and volunteers. Tracks all employment applicants in the EEO/Applicant Tracking Excel spreadsheet.
10. Updates and maintains the organizational chart using Vizio.
11. Maintains Outlook calendar for reserving the boardroom ensuring no conflicts in use.
12. Reviews daily newspapers for articles about the organization and/or Alzheimer's disease. Cuts out relevant articles and places in Vice President of Development's in-house mailbox.
13. Assist Vice President of Human Resources in the screening, training and placement of prospective volunteers for the organization. This includes setting up and maintaining all Volunteer files.
14. Prepares new hire orientation folders for employees and volunteers.
15. Prepares and mails staff birthday and anniversary cards on a monthly basis. Prepares and mails volunteer birthday cards on a monthly basis.
16. Responsibilities include entering information into the volunteer database including the monthly service hours. Following up with locations that fail to submit volunteer hours in a timely manner. This task requires accuracy, integrity and competency.
17. Analyzing, exporting, extracting and compiling information from the Volunteer Reporter database to produce reports as requested.
18. Trains volunteers who wish to work in a clerical role at the front desk and ensure that volunteers have all the information and tools necessary to complete their assignment with success.
19. On a daily basis, ensures that lobby, boardroom and mailroom/copy areas are tidy and neat.
20. Prepares and maintains the schedule for front desk receptionist coverage for lunches and PTO time.
21. Diligently works on special projects for designated departments.

22. Performs other duties as assigned by Vice President of Human Resources (*e.g.* preparing staff and volunteer birthday and anniversary cards on a monthly basis Special Needs).

Supervisory Responsibilities: None at this time.

Supervision Received: General supervision received by Vice President of Human Resources.

Position Relationships:

Staff & Volunteers: Works closely, on a daily basis, with co-workers at the headquarters location as well with volunteers who work in a clerical role. Has frequent contact with those who work in the field.

Governing Structure: Not applicable to this position.

Government: Not applicable to this position.

Public: Extensive telephone contact with the public regarding Alzheimer's Community Care services and resources.

Work conditions may include, but are not limited to:

1. Sits 85 to 95% of the time
2. Lifting - at least 50 lbs

Position Requirements:

Education: High School Diploma.

Experience: Must have two years' experience working in a professional office environment in a clerical, administrative or human resources position.

Essential Job Requirements of Position:

1. Portray a positive and professional manner at all times.
2. Must work from 8:00am to 5:00 pm Monday through Friday and this position does require the employee to be on time, seated at desk at 8:00am, to answer the front desk phones.
3. Dress in professional business attire daily (unless conditions warranted for casual attire).
4. Obtain a good understanding of Alzheimer's Community Care policies, procedures, and functions.
5. May be required to lift at least 50 lbs.
6. Climbing ladder in storage area.
7. Supervise assignment(s) of volunteers should one be assigned.

Skills/Qualifications:

1. Must be computer literate and proficient in Microsoft applications (Word, Excel, PowerPoint, and Outlook) and proficient in the use of all office equipment (*i.e.* multi-line phone system, fax, copier, postage machinery and meters).
2. Must be fluent in the English language, in writing and orally.
3. Must be multi-task oriented and have the ability to work under pressure.
4. Must trouble shoot existing problems, and ensure timely follow up.
5. Must have reliable transportation to travel to other locations, as needed.

Resources for Position:

1. Mileage Reimbursement
2. Formal Name Badge.

I have fully read and understand the requirements of the aforementioned job description. I agree that, as a condition of my employment, I will maintain confidentiality regarding all client records and ACC financial issues, which may come to my attention. I also understand that this job description is not intended and is not constructed as an all-inclusive list of responsibilities, skills, efforts or working conditions associated with this position.

Signature	Job Title	Date
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Printed Name	Employment Date
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Supervisor's Signature	Supervisor's Title	Date
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