

POSITION DESCRIPTION

Position Title: Receptionist

FLSA Status: Non-Exempt

Division: Administration

Reports to: Director of Human Resources

Last Reviewed : 2/10

Supervises: NA

POSITION SUMMARY

Responsible for first impression of the organization with visitors, callers and AADE staff. Provides support to office administration and human resources for day to day operations. Maintains continuous process improvement of administration functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Communications (35%)

Responsible for greeting guests, responding to all incoming electronic communications, calls and mail

- Meet and greet all visitors, providing information and assistance, always maintaining a professional presentation and manner
- Answer a multi-line telephone system in a timely and professional manner Route calls to the appropriate staff.
- Refer callers to other organizations, if needed.
- Submits guest names to security as necessary for meetings as requested by staff
- Provides general information about AADE to callers and visitors
- Respond to or route e-mails received within the required timeframe.
- Contribute positively to the goals of AADE

2. Supply orders (8%)

Ensure appropriate level of supplies are available for everyday operation as necessary for business functions.

- Maintain a list of office supplies; order supplies and verify supply orders when they are received.
- Verify supply order invoices and insure that sufficient office supply levels are maintained
- Maintain an orderly supply room and kitchen

3. Mail & packages, incoming and outgoing (8%)

Ensure packages and mail incoming and outgoing is handled correctly.

- Effectively receiving and sending out messenger/courier items for staff as requested
- Responsible for distribution of incoming mail, faxes and outgoing mail and packages to employee desks
- Make sure overnight packages are handled properly (FedEx/UPS/DHL, other) maintain log of messengers called and express delivery packages sent
- Maintain all the necessary supplies to send out mail and package including postage, packaging supplies, etc.,

4. Office Administration and Human Resources (50%)

Provide general support to administration of office operations and Human Resources

- Contact for building engineer
- Contact for service requests for photocopy and fax machines and all office printers
- Troubleshoots office needs
- Provide administrative support to Director of Human Resources
- Provide administrative support to staff
- Assist all teams as needed with any administrative needs or special projects
- Ensure all office areas and kitchen are maintained clean and orderly
- Performs other duties as requested.
- Handle vending machines including petty cash needed for any issues resulting from malfunctions, etc.

EXPERIENCE/EDUCATION

- Two or three years reception / administrative experience
- Customer service experience, preferably with an association ideal
- Computer proficiency in Word; data base systems including Access and Excel; Power Point; ability to learn to use IMIS efficiently; and a typing speed of 45 wpm or greater
- Associates degree or course work in computer programs is highly desirable.
- Excellent written and verbal communication
- Proficient in Microsoft Suite (Word, Excel and PowerPoint)
- Strong attention to detail and effective management of multiple projects at one time
- Team player and willing to take on multiple tasks at once
- Human Resources experience is desirable
- Ability to maintain a high sense of confidentiality
- Prior experience working with external vendors and clients

KNOWLEDGE, SKILLS, AND ABILITIES

- Excellent telephone skills and ability to maintain composure under pressure.
- Dependable and punctual
- Flexible, able to change priorities, and handle new assignments
- Independent worker, requires minimal supervision
- Good written communication skills
- Familiar with Microsoft Word, Membership Database Software Program and the Internet
- Advanced skills with Microsoft Office applications and donor database software