

## **JOB DESCRIPTION**

**DATE:** June 2005

**TITLE:** Receptionist

**DEPARTMENT:** Reception

**REPORTS TO:** Director of Admin. Services

**GRADE:** 4

### **JOB SUMMARY:**

The Receptionist is responsible for receptionist duties in either the Sur or Norte lobbies (*incumbent may be assigned to more than one location*) of the facility. He/she answers incoming and inter-facility calls, greets and directs residents and visitors, responds to emergency call panels and situations, performs routine office and support work for staff and residents. This position requires a working knowledge of the activities performed at each reception desk. The Receptionist is expected to project a professional, customer service demeanor at all times.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES.**

#### At the Norte Lobby desk:

Provides lunch and dinner reservations for the dining rooms and accepts tray order requests. Confirms transportation requests for appointments the following day. Facilitates car rental program including vehicle checkout and return. Responsible for registering visitors, providing directions, answering questions, greeting visitors, and monitoring lobby security. Interacts with visitors and residents in a courteous and efficient manner.

#### At the Sur Lobby desk:

Monitors annunciator panels for emergencies and fire alarms. Responds quickly and appropriately in accordance with facility policies and procedures. Responsible for registering visitors, providing directions, answering questions, greeting visitors, and monitoring lobby security. Interacts with visitors and residents in a courteous and efficient manner. Provides guest unit reservations, registration, and check out. Maintains resident census reports. Coordinates information distribution between reception desk and departments as appropriate.

#### At all desks:

Answers all incoming calls within three rings in a courteous and professional manner. Offers to transfer the call to the required extension or voice mail, as appropriate.

Transfers inter-community calls quickly, politely and professionally.

Maintains required log books and resident information files.

Provides clerical assistance to staff, residents, and resident committees as assigned. Understands and utilizes standard Casa administrative policies and procedures when typing letters, memos, minutes, purchase orders, reports etc.

Notifies residents of package, floral, and prescription deliveries held at the desk for their pick-up and logs the receipt of each appropriately.

Attends staff meetings and mandatory in-services and trainings.

Contributes to a positive, safe and healthy work environment.

Supports the effective and efficient operation of the community and participates in relevant facility activities.

**EQUIPMENT USED:**

Multi-line console, fire and emergency annunciator panels, two-way hand held radio communication, intercom paging system, video equipment, basic office equipment (PC, fax, copier), postage equipment.

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

**EDUCATION and/or EXPERIENCE:** High school graduate. Some work experience in customer service, preferably as a concierge, front desk or similar position. Multi-line telephone console experience preferred.

**LANGUAGE SKILLS:** Must be fluent (speaking, writing and reading) in English.

**MATHEMATICAL SKILLS:** Must be able to make basic mathematical computations

**REASONING ABILITY:** Good reasoning skills required to problem solve with little supervision. Must be able to work well under pressure and have the ability to prioritize.

**OTHER SKILLS and ABILITIES:** Exceptional communication and interpersonal skills needed for telephone and in-person contact with residents, staff and visitors. Computer, word processing,

database management, and typing skills are required.

**PHYSICAL DEMANDS:**

Clear speaking voice, ambulatory, and strong enough to lift up to 20lbs. Must be physically able to assist non-ambulatory residents and visitors if needed (pushing wheelchairs, etc.)

**WORK ENVIRONMENT:**

High volume telephone work, high traffic area with a lot of customer contact, moderate noise and distraction level.

**NUMBER OF PEOPLE SUPERVISED (under regular control):** None



**JOB ANALYSIS**

Department: Reception  
 Prepared By: Ginger Lyon

Job Title: Receptionist  
 Date: 04/2010

This job analysis is to assist in proper job placement. Place an “X” in each of the appropriate boxes to describe the extent of the specific activity the employee’s job requires.

MATERIAL HANDLING ACTIVITIES		Not at all (0 hours)	Up to 28% Occasional (1-2 hours)	Up to 50% Frequent (3-4 hours)	Up to 78% Repeatedly (5-6 hours)	Up to 100% Continuous (7+ hours)
Lifting	<b>Maximum pounds required</b>		<b>X</b>			
FLOOR TO KNUCKLE	25		<b>X</b>			
KNUCKLE TO SHOULDER	25	<b>X</b>				
SHOULDER TO OVERHEAD	25	<b>X</b>				
Carrying	25		<b>X</b>			

NON MATERIAL HANDLING ACTIVITIES		Not at all (0 hours)	Up to 28% Occasional (1-2 hours)	Up to 50% Frequent (3-4 hours)	Up to 78% Repeatedly (5-6 hours)	Up to 100% Continuous (7+ hours)
Bending / Stooping		<b>X</b>				
Squatting / Crouching		<b>X</b>				
Kneeling		<b>X</b>				
Climbing / Stairs		<b>X</b>				
Pushing / Pulling	50		<b>X</b>			