

JOB DESCRIPTION

Job Title	Administrative Receptionist	
Department	Support Team	
FLSA Classification & Pay Status	Non-Exempt (Part-time)	Hourly
Controls over the position	The Administrative Receptionist reports to the Executive Assistant.	
Essential Designation	Non-essential ¹ as defined by DD Resources	
Work Schedule Expectations	The functions of the Administrative Receptionist are required during the agency's regular business hours of 8:00 am - 4:30 pm, Monday-Friday. Regular work schedule days and hours are split between two PT staff to ensure ongoing coverage.	
General Purpose	The Administrative Receptionist receives and directs phone calls and visitors and provides general office support. This position is responsible for answering incoming calls, routing calls to appropriate associates, greeting and directing visitors, distributing mail and deliveries, ensuring the proper flow of front office communication, maintaining the reception areas, and performing general clerical duties as well as specially assigned projects.	

ESSENTIAL DUTIES

1. Greet, check in, and direct visitors to the appropriate person and office within the agency.
2. Answer, screen, and forward incoming phone calls to the appropriate agency staff.
3. Take and retrieve messages for various personnel.
4. Maintain office security by following safety procedures and controlling access via the reception desk (including monitoring visitor logbook).
5. Ensure the reception area is tidy and presentable, with all necessary stationery and materials (e.g., pens, forms, and brochures).
6. Provide basic and accurate information in response to stakeholder questions about agency services (in-person and via phone/email).
7. Receive, sort, and distribute daily mail/deliveries.
8. Receive office supplies according to agency processing procedure.
9. Follow policies and confidentiality standards to safeguard data and information.
10. Collect information and perform data entry.
11. Edit completed work for grammar, spelling, and punctuation.
12. Create spreadsheets, documents, and printable labels (mail merge knowledge helpful).
13. Scan, upload, and print files, utilizing the digital filing system, as needed.
14. Assist with purchasing materials, supplies, and/or equipment and the follow through.
15. Assist with other related clerical duties such as photocopying, faxing, filing, mailing, and collating.
16. Assist with special agency projects and assignments (e.g., bulk mailings, office events, etc.).

SECONDARY DUTIES

1. Assist and provide clerical support/backup to other Administrative and Support Team members when needed.

¹ Essential- staff members with positions that are designated by DDR to be critical to the continuation of key operations and services in the event of an office closure, at the discretion of the Executive Director.

2. Maintain agency HIPAA standards, both internally and externally.
3. Attend and participate in all-staff meetings and department meetings.
4. Other duties as assigned.

EDUCATION & EXPERIENCE REQUIREMENTS

- A minimum of one year of prior experience in clerical, customer service, or a closely related general office support work position, AND possession of a high school diploma or proof of high school equivalency.
- Familiarity with office machines (e.g., fax, printer, copier, postage machine, phone).
- Experience in operating computers and excellent knowledge of MS Office programs, including Outlook, Word, Excel, and Teams.

SKILL & ABILITIES REQUIRED

- English-language proficiency is required to interact with established service recipients.
- Excellent written and verbal communication skills. Excellent interpersonal and customer service skills to engage with all agency stakeholders in a friendly and courteous manner.
- Ability to work and/or communicate with a diverse group of individuals.
- Ability to work independently and identify and solve problems.
- Excellent attention to detail, including the ability to proofread effectively and independently.
- Moderate data entry, keyboarding, and typing speed.
- Proficient filing skills, including the ability to alphabetize properly.
- Excellent organizational skills, including the ability to complete assignments accurately within specified timeframes.
- Intermediate proficiency with Microsoft Office Suite.
- Basic understanding of office equipment.

COMPUTER SOFTWARE REQUIREMENTS

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| ▪ Microsoft Office Suite (Outlook, Word, Excel, Teams, etc.) | ▪ Agency intranet platform (SharePoint) |
| ▪ Agency-designated online learning management program | ▪ Agency-designated online payroll program |

WORKING CONDITIONS/ ENVIRONMENT REQUIREMENTS

- **Environmental (tools, machinery, environment exposure, etc.):** Minimal to moderate operation of general office equipment (phone, copier, printer, fax machine, postage machine, and lamination machine), agency-provided personal computer (PC), standard office copier, multi-line telephone system, and building intercom entry system.
- **Physical (heavy lifting, standing, or sitting for extended periods; manual dexterity, walking, pulling, etc.):** Must be able to stand or sit for long periods of time, walk up and down stairs, do some bending, light lifting, minimal/moderate typing.

Weight Category: Light to Medium

Lift Up to 10 lbs. to 25 lbs. frequently

Lift Up to 20 lbs. to 50 lbs. occasionally and/or frequent walk/stand & some pushing/ pulling



Disclaimer

The above statements are intended to describe the general nature and level of work performed by employees assigned to this position. It is not designed to contain or be interpreted as a comprehensive list of all duties, responsibilities, and qualifications. DD Resources reserves the right to amend and change responsibilities to meet business and organizational needs as necessary.

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