

**ASSISI HEIGHTS
POSITION DESCRIPTION**

DEPARTMENT: Reception

POSITION: Receptionist

GENERAL SUMMARY

The receptionist receives and routes all incoming calls and visitors in a courteous, professional and timely manner. Behavior will reflect the Mission of the Sisters of St. Francis to ensure a homelike quality of life for the Sisters. Assure confidentiality at all times with issues relating to residents, guests and fellow employees.

ESSENTIAL FUNCTIONS

- Provides the first point of contact and essential communication link between Assisi Heights and the public by accurately routing calls and inquiries to the appropriate destination
- Gives directions throughout the building to guests and visitors
- Answers all incoming calls in an efficient and courteous manner
- Receives all visitors in a courteous manner and notifies the appropriate person of arrivals
- Possesses a complete working knowledge of phone application, paging system, voicemail and database
- Actively participates in making necessary updates to the database including temporary and permanent changes
- Performs overhead paging when necessary including, but not limited to: locating Sisters, guests, staff and making special announcements
- Manages the amount of overhead paging that is being done and determines when it is necessary
- Assists visitors, guest Sisters and staff with questions or inquiries
- Records and distributes messages in a timely manner
- Maintains awareness of daily activities including, but not limited to: taxi runs, Sisters signed out, daily report sheets, tour and card shop schedules, reservations for the Parlors and Sun Porch
- Collaborates with the Event Coordinator regarding retreat and other guest reservations through the Assisi Heights Spirituality Center
- Notifies the Environmental Services Manager when rooms have been vacated or when special weekend housekeeping needs are required
- Assists in emergency procedures in case of fire, weather or other disaster situations

OTHER FUNCTIONS

- Organizes and keeps reception area neat and orderly
- Participates in appropriate meetings, committees and other duties as assigned by the Director of Human Resources

COMPETENCIES AND/OR SPECIAL REQUIREMENTS

- To perform the job successfully, an individual should demonstrate the following competencies:

Attendance/Punctuality	Teamwork	Dependability
Customer Service	Safety and Security	Motivation
Attention to Detail	Problem Solving	Efficiency
Friendliness	Confidentiality	Person Centered Living
Philosophy		

- Must pass a background investigation, including a criminal history investigation.

QUALIFICATIONS

- Customer service or related experience preferred
- Experience as a switchboard operator/receptionist required
- Ability to maintain a high level of confidentiality in all matters relating to Sisters, guests and employees
- Ability to work independently and as part of a team
- Ability to stay calm in an emergency situation
- Ability to hear normal phone conversations and to speak clearly and distinctly
- Ability to read, write, and communicate effectively in English
- Ability to understand and follow written and verbal instructions
- Ability to be flexible in responding to periods of a great deal of activity and periods of quiet
- Knowledge of computers and telephone software

WORKING CONDITIONS

- Standing, walking, bending, stooping, lifting, stretching, pushing, carrying, climbing, kneeling, grabbing, auditory and visual acuity, color discrimination and manual dexterity may be required on a daily basis
- Work requires the ability to sit for long periods of time
- Work requires a large extent of verbal communication
- Work requires extensive use of computer keyboard, mouse and monitor
- Requires flexibility to cover vacations and open shifts
- This position entails day, evening and weekend shifts

ACCOUNTABILITY: Reports to Director of Human Resources

POSITION LEVEL: N-4

FLSA: Non-Exempt

DATE UPDATED: August 2024

SIGNATURES:

The above statements are intended to describe the general nature and level of work required of this position. This is not meant to be an exhaustive list of all responsibilities, duties and skills required.

Employee: _____ Date: _____

Director: _____ Date: _____