

Position: Receptionist

Reports to: Director of Training

FLSA Status: Non-Exempt

Full or Part-time: Full - time

Summary

The Receptionist Provides support to the program service staff in several key areas, including client reception and preparation, client phone line management, document management, and equipment maintenance.

Primary Responsibilities

- Work as directed to support the HOPE Atlanta organization and team members
- Client Reception and Preparation
 - Greet arriving clients, answer questions, provide requested information
 - Assist with completing intake paperwork ensuring client file is complete
 - Maintain client files by proper retrieval and filing
 - Assist program staff with client services as needed (copies, drug test, etc.)
- Client Assistance
 - Answer client phone line ‘live’ when appropriate
 - Retrieve voicemails and return calls daily
 - Schedule appointments for clients and create daily schedules
 - Email clients’ Appointment Confirmations
 - Provide walk-in clients with resources
- Documentation Management
 - Retrieve and distribute faxes
 - Identify and display outside resources to assist clients in obtaining help for various needs (food, clothing, etc.)
 - Keep the common areas (waiting room, copy area) neat and organized
- Equipment Maintenance
 - Ensure paper is filled in fax and copier
 - Change toner and performs any other operating maintenance on copier and fax

Additional Responsibilities

- Assists in fund raising opportunities and participates in agency donor and community events
- Provide guidance to volunteers by assigning tasks and giving support
- Attend all trainings and organizational meetings as directed by supervisor

Knowledge, Skills and Abilities

- Patient and able to communicate with diverse personalities and backgrounds
- Ability to relate to homeless and at-risk clients who may have mental health or addiction issues
- Ability to recognize and defuse potential volatile situations in a calm manner
- Excellent organizational and filing skills and be computer literate
- Willing and able to learn technology systems and processes
- Proficient in MS Office Suite, Pathways, and database systems, etc.
- Flexible and ability to multi-task
- Quality verbal, written and communication skills

Education

- H.S. Diploma or equivalent
- Five-years' experience in managing people

Employee Signature: _____

Date: _____