



Lead Receptionist Job Details

REPORTS TO: Executive Director

FLSA: Exempt

PRIMARY FUNCTION/POSITION SUMMARY

Provide exemplary customer service to all members and guests of The Helm, in person and on the phone. Direct the activities of part-time receptionists and volunteers and provide support to other staff as needed.

MAJOR RESPONSIBILITIES/PRINCIPAL ACCOUNTABILITIES

- Perform general receptionist activities as well as coordinate and schedule tasks for additional reception staff and volunteers to ensure front desk coverage from 8:30 a.m. to 5 p.m., Monday/Wednesday/Friday, and 8:30 a.m. to 8 p.m. Tuesday/Thursday.
- Warmly greet and welcome guests, including check-ins for programs, and provide directions to correct classes and activities.
- Answer, screen, and accurately forward incoming phone calls in a timely manner.
- Provide accurate information regarding the organization to visitors and callers.
- Encourage new memberships, including the completion of required documentation, registration in MySeniorCenter, distributing key cards; process payments for memberships; provide new members with welcome packets; administer monthly expiring membership mailings; prepare monthly report of new and renewed memberships.
- Encourage registration for events and classes using the MyActiveCenter app.
- Ensure accuracy of member records and carefully update MySeniorCenter records as needed.
- Perform a Daily Reconciliation of funds received, printing and providing the required detail reports, working with the development and finance directors, as needed.
- Maintain office and data security by following safety procedures and controlling access to guests' personal information.
- Ensure the reception area is clean, tidy and presentable with all necessary materials available (e.g., pens, forms and brochures).
- Perform clerical receptionist duties such as filing, photocopying, etc.
- Assist Information & Assistance with Medical Loan Closet program - intake and release of liability documentation, and distribution, return or donation of equipment.
- Provide support for special projects (e.g. Annual Appeal mailing) and events (e.g. Gala), as needed.

Job Description Continued

KNOWLEDGE AND SKILLS

- Excellent verbal and written communication skills
- Professional personal presentation
- A passion for working directly with the public with a strong customer service orientation
- Detail oriented, ability to take initiative, reliable and flexible

MINIMUM QUALIFICATIONS

- High school diploma
- Knowledge of administrative and clerical procedures
- Knowledge of customer service principles and practices
- Experience with MS Office programs (Word, Excel, Outlook)
- Able and willing to learn new computer programs.

HOW TO APPLY

Email resume with cover letter to ksiddall@helmlife.org.

DISCLAIMER:

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to the job.