

# JOB DESCRIPTION



<b>Job Title:</b>	Receptionist
<b>Reports To:</b>	Director of Operations
<b>Status:</b>	Full-Time, Non-Exempt
<b>Salary:</b>	Starts at \$17.00/hour + Benefits

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*Fresno Building Healthy Communities does not discriminate on the basis of race, color, religion, origin, gender, national origin, age, marital status, military service, disability or sexual orientation. Reasonable accommodations may be provided upon request. All applicants tentatively selected for this position will be required to pass a background screening and may be required to submit to tests to screen for drug and alcohol use prior to employment.*

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## ORGANIZATION BACKGROUND

Fresno Building Healthy Communities (Fresno BHC) works with community leaders, non-profit and faith-based organizations, and policymakers to foster and encourage thriving communities where all children and families can live healthy, safe, and productive lives.

Fresno BHC's work is grounded in the underlying belief that social, environmental, political, and economic factors together have an impact on the health and wellbeing of individuals and community as a whole. Fresno BHC works to continually engage a diverse constituency across the Central Valley around issues related to education, health, land-use, youth leadership, civic engagement, and community development, with special focus on residents living in central, southeast, and southwest Fresno.

Representing more than 97,000 south Fresno residents, Fresno BHC is building a movement to change policies and systems in order to create *One Healthy Fresno* for everyone.

## POSITION DESCRIPTION

Under the direct supervision of the Director of Operations, the Receptionist provides a wide range of administrative and clerical support duties to facilitate the efficient operation of Fresno BHC and is the first point of contact for guests and callers. The Receptionist is vital to the everyday operations of Fresno BHC and is responsible for keeping the premises presentable, coordinating calendars, in office meetings and conferences, managing supplies, coordinating mailings, and acts as a resource to staff. The Receptionist interacts with a diverse group of visitors, callers, and internal contacts and is expected to plan, prioritize, and organize competing priorities.

## RESPONSIBILITIES

Complete a broad variety of administrative tasks and clerical tasks including, but not limited to:

1. Greet and welcome guests, answer phones in a polite and professional manner, promptly answering inquiries or direct callers/guests to staff qualified to provide answers.
2. Coordinate with the Director of Operations to ensure coverage of phones and front desk during business hours.
3. Perform routine clerical and administrative work, including processing mail, filing, classifying, and indexing records, typing, copying, binding, scanning, proofreading, etc.
4. Develop and maintain working relationships with Fresno BHC business and residential neighbors and occupants.
5. Ensure neatness of reception area, entryway, lobby, parking lot, building perimeter, conference rooms, breakroom, storage locker, and shared spaces, etc.
6. Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges, etc.).
7. Assist with coordination of meetings in Fresno BHC's conference rooms, including scheduling, setting up conference calls, arranging tables and chairs, ordering, and receiving catering deliveries, and cleaning up after events.
8. Maintain internal directories and mailing lists for vendors and service providers.
9. Maintain inventory of office supplies; including tracking and notifying appropriate staff when items are becoming low, broken, or have gone missing.

10. Receive deliveries, verify correctness of delivery and stock supplies.
11. Update calendars and schedule meetings.
12. Ensure that printers are in working order and are stocked with paper and toner daily; order new toner when needed.
13. Balance conflicting priorities in order to manage workflow, ensure the completion of essential tasks, and meet critical deadlines.
14. Research, prioritize, and follow up on incoming issues and concerns, including those of a sensitive or confidential nature, determine appropriate course of action, referral, or response.
15. Maintain an organized system of tracking, monitoring, and prioritizing tasks.
16. Take on assigned tasks to support the overall work and mission of Fresno BHC.
17. Travel as needed.
18. Other duties as assigned.

## **REQUIREMENTS**

The Receptionist must be a master multi-tasker with excellent communication skills and an upbeat attitude. The Administrative Assistant must be professional, polite, and attentive while also being accurate. They should always be prepared and responsive, willing to meet each challenge directly. Must be comfortable with computers, general office tasks, and excel at both verbal and written communication. Most importantly, the Receptionist should have a genuine desire to meet the needs of others.

Must possess a high school diploma or GED equivalent and at least 1 year of experience performing administrative and/or clerical functions, preferably in a non-profit organization.

Must possess a valid California Driver's License and verifiable automobile insurance and have the use of a reasonably reliable automobile for use on the job, ability to pass background checks including LiveScan fingerprinting and must be able to occasionally lift up to 40 pounds.

## **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

1. Deep interest in and commitment to the vision, mission, and work of Fresno BHC.
2. Demonstrated proactive approaches to problem-solving with strong decision-making capability.
3. Excellent organization and attention to detail; ability to prepare timely, proper, clear, and concise comprehensive reports, summaries, abstracts, correspondence, and other documentation.
4. Ability to understand and carry out oral and written instructions.
5. Demonstrated ability to achieve high performance goals and meet deadlines in a fast-paced environment; works effectively without constant and direct supervision or guidance.
6. Demonstrated ability to develop and maintain effective working relationships with people from diverse backgrounds and communities; ability to work independently and as a member of a team.
7. Strong listening, interpersonal, networking, and customer service skills; ability to communicate effectively, clearly, and concisely.
8. Familiarity with general office practices, procedures, and terminology.
9. Fast, proficient, and accurate typist.
10. Familiarity with and ability to operate modern office equipment including computer hardware, software, copy machines, scanners, multi-line phone systems, internet, and web-based applications.
11. Display a high degree of initiative, emotional maturity, integrity, loyalty, accountability, and good judgment; excellence in professionalism with the ability to maintain strict confidentiality.
12. Strong organizational skills that reflect flexibility and ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail.
13. Forward looking thinker, who actively seeks opportunities and proposes solutions, able to quickly adapt to various situations and new technology and easily acquire new technical skills.
14. Ability to speak, read, and write a second language is highly preferred, but not required.

## **PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to use hands and fingers. The employee frequently is required to stand, walk, sit, reach with hands and arms, kneel, talk, and hear. The employee must occasionally lift and/or move items weighing up to 40 pounds. Specific vision abilities

required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

## **WORK ENVIRONMENT**

The position typically works indoors in an air-conditioned office, with a mixture of natural, incandescent, and florescent light. Typical noise levels are muted by acoustic ceilings, carpets, and sound-deadening wall panels. Sometimes, the position is called upon to work outside of the office at a public meeting or event. Some of these occur indoors, while others occur outside with exposure to weather and temperature extremes and moderate noise levels. This position requires some travel and the ability to interact with others in both small and large group settings. At times, this position may include periods of extended physical activity, such as walking/standing and/or moving and setting up equipment. The employee is frequently required to meet multiple demands from several people.

*NOTE: The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and requirements, which may change from time to time based on business needs. When appropriate, reasonable accommodations may be made to enable individuals with disabilities to perform essential functions of the job, so long as those accommodations do not create an undue hardship for the organization. However, regular attendance and promptness are considered part of each employee's essential job functions.*