



Job Description

Job title: Receptionist
Reports to: Executive Assistant and Office Manager
FLSA status: Non-exempt

General Summary

Provides general office and administrative support to Community Foundation departments. Inputs data and proofreads memos, correspondence, reports, and other documents. Receives and screens visitors and telephone calls. Maintains assigned records and files. Operates computers and standard office equipment.

Principal Duties and Responsibilities (These are intended to describe the general requirements for the performance of this job. It is not intended to be an exhaustive statement of duties, responsibilities, or requirements. All duties are to be performed in accordance with established Community Foundation policies, standards, and protocols.)

Reception

1. Serves as building receptionist responsible for receiving and screening visitors, notifying appropriate staff of arrivals, directing or accompanying visitors to appropriate areas, and providing general assistance and hospitality efficiently and in a pleasant manner.
2. Answers and screens telephone calls, relays calls to individuals or voice mail, and records messages efficiently and in a pleasant manner. Responds to general inquiries concerning Community Foundation operations by referring to established policies and procedures. Refers callers to community agencies or services as appropriate.

Administrative Support

3. Drafts letters, reports, tables, forms, and other documents using Microsoft Office software applications. Proofreads and edits materials for appropriate and consistent format, accuracy of data, and correct punctuation, spelling, and grammar.



4. Opens, sorts, records, and distributes mail according to established procedures.
5. May pick up and deliver mail to post office.
6. Maintains approved inventory of office supplies by monitoring supply levels, contacting vendors to verify prices and availability, placing orders, and checking received shipments against invoices and orders. Stores supplies and ensures storage areas are neat and orderly.
7. Merges data from FIMS and produces gift acknowledgement letters.
8. Distributes information about seminars and conferences.
9. Operates standard office equipment including multi-line phone system, photocopier and scanner, fax machines, and postage meters. Collates and assembles documents for distribution according to specific directions.

Supports staff in various departments within the Community Foundation building by performing general office duties which may include:

10. Sorting and distributing faxes;
11. Delivering correspondence;
12. Scheduling appointments and appropriate meeting rooms;
13. Facilitating set-up and clean-up for various meetings;
14. Contacting vendors, staff, trustees, or other individuals by telephone to confirm scheduling of meetings, appointments, or conferences;
15. Performs other duties as assigned.

Data Entry and Information Management Systems

16. Posts information to records, logs, spreadsheets, or custom database applications in accordance with specific directions. Checks and verifies data and data entry to ensure accuracy. Maintains record-keeping and filing systems for office and staff. Classifies, sorts, and files correspondence, records, and other documents.
17. Prepares daily check log in accordance with Community Foundation procedures.



18. Assists with donor services by processing new fund agreements and maintaining fund folders and files.

19. Adheres to established protocol when entering or updating data.

Professional Development

20. Keeps current regarding trends and developments in community foundation administration as well as software applications through reading of professional literature and attendance at appropriate seminars, conferences, and workshops.

Knowledge, Skills, and Abilities Required

1. At a minimum, completion of high school or a GED certificate. Associate degree preferred. Able to proofread and edit correspondence, tables, forms, and other documents for punctuation, spelling, grammar, and data entry errors; perform basic numerical calculations and maintain record-keeping and filing systems.
2. Preference for training or related work experience resulting in the ability to create forms, correspondence, reports, tables, and other documents from rough drafts with required efficiency and accuracy; knowledge of and ability to maintain records and filing systems.
3. Knowledge and skill in utilizing Microsoft Office software applications; ability to operate a wide variety of office machines, multi-line phone system, and equipment.
4. Interpersonal skills necessary to be socially perceptive and work cooperatively, effectively, and courteously with diverse callers, visitors, and work associates.
5. Analytical abilities necessary to organize and prioritize work assigned.
6. Exercises a high level of thoughtful and insightful judgment within areas of accountability.
7. Ability to handle confidential information in a professional manner.

