



## POSITION DESCRIPTION

<b>Position Title:</b>	Receptionist	<b>FLSA Status:</b>	Non-Exempt
<b>Division:</b>	St. Joseph Center	<b>Salary Grade:</b>	3
<b>Department:</b>	Regina Residence	<b>Salary Range</b>	\$22.00 to \$28.53 per hour (dependent on experience and education)
<b>Reports To:</b>	Operations Supervisor	<b>Last Update:</b>	2/7/2024

**Position Summary:** The Receptionist at Regina Residence plays a key role in managing front desk operations, assisting residents with administrative needs, and providing clerical support to the Administration Team, all within the framework of the Person-Centered Care Philosophy and the mission of the St. Joseph Center.

### **Essential Functions:**

- Operates the telephone, paging, and two-way handheld radio systems in a professional, respectful, and courteous manner. In addition, ensures all calls are answered promptly (no more than two rings).
- Takes clear, accurate, and concise messages/notes/memos and passes them along to the appropriate individual(s) in a timely manner
- Routes all calls to appropriate individuals in a timely manner
- Greets residents, staff, visitors, and vendors in a professional and welcoming manner
- Exercises good judgment and confidentiality in communicating resident information from doctor's offices, families, etc.
- Greets and screens vendors and guests and directs them to the appropriate individual(s)
- Keeps telephone/room extensions and emergency roster lists updated and distributes lists to appropriate personnel
- Updates the resident census on a regular basis/as needed
- Announces activities and other pertinent information assigned
- Schedules evening, weekend and substitute receptionist coverage of the front desk under the supervision of the Administrative Assistant
- Handles incoming and outgoing mail/packages with care
- Coordinates appointments and transportation needs for residents, as needed
- Performs clerical tasks for the Administrative Team as needed. For example: runs copies, types documents, letters, schedules, prayer services, signs and other requested material. Labels, stuffs, and seals envelopes for mailings.
- Communicates with Operations and EVS for facility/housekeeping needs in a timely manner and follows up on work orders

- Maintains a neat and efficient work area and ensures the lobby is free of debris/safety hazards and is a welcoming environment
- Maintains resident/visitor/vendor sign-in/sign-out sheets
- Participates in St. Joseph Center Safety Program and follows all safety protocol
- Responds professionally, swiftly, and appropriately in the event of an emergency (i.e. medical emergency, fire, earthquake). For example, communicates with Hospital Security/911 services when an emergency situation arises.
- Accepts assigned duties in a cooperative manner
- Performs other duties as assigned

**Position Qualifications:**

*Minimum Education Requirements:*

- High School diploma or equivalent required

*Minimum Experience Preferred:*

Five years of experience as a receptionist or in a customer service role.

**Skill and Experience Requirements:**

- 5-10 years computer and Microsoft Office experience.
- Ability to operate a multi-line telephone system.
- Ability to communicate effectively and professionally on the telephone and in person.
- Ability to see, hear and speak adequately to perform the essential functions of the job.
- Ability to speak and understand oral and written instructions in English.
- Ability to read and write messages legibly in English.
- Ability to interact in a respectful and courteous manner with residents, visitors, vendors, and guests

**Physical Requirements:**

- Ability to remain seated for extended periods
- Ability to bend and stoop.
- Ability to push, pull and maneuver equipment (i.e. push cart, wheelchair)
- Ability to lift up to 50 lbs.

**Mental Requirements:**

- Ability to consistently function in an environment of varying and unpredictable or crisis circumstances.
- Ability to spend some periods of time in an isolated area away from co-workers.
- Ability to work in an atmosphere with frequent interruptions, changes in work load priorities, etc.

**Personal Skills**

- Calm, professional, courteous, hospitable approach to people and situations, ability to adapt to changing environment and demands, excellent interpersonal skills, flexibility and

creativity, enthusiasm and a positive attitude, ability to take the initiative and creatively move to action.

- Demonstrates an attitude of cooperation and professionalism when working with others.

**Working Conditions:**

- Ability to handle multiple tasks of answering several phone calls, inquiries and greeting individuals.
- Contact with patients under a wide variety of circumstances.
- Subject varying and unpredictable situations.
- Subject to many interruptions.
- May be exposed to infections.
- Ability to work with frequent interruptions and changes in workload priorities, ability to prioritize tasks, ability to maintain confidentiality.

**Safety Requirements:**

- Is knowledgeable of, observes and complies with safety policies and emergency procedures.

**Protective Equipment Required:** None.

**Essential Values-Based, Leadership and Management Competencies:** Demonstrates competencies in line with the four core values that are the foundation of all activities performed by employees in order to achieve the Mission of the Sisters of St. Joseph.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities.

I have read and understand this job description.

Employee's Signature \_\_\_\_\_ Date \_\_\_\_\_

Print Name: \_\_\_\_\_

Supervisor's Signature \_\_\_\_\_ Date \_\_\_\_\_

Print Name: \_\_\_\_\_