



POSITION: Receptionist

Date Created: 11/28/2022

BRIEF DESCRIPTION OF RESPONSIBILITIES:

The Receptionist acts as the first point of contact for CarePartners. Responsibilities include greeting families, clients, and visitors to the agency and answering and triaging incoming calls. Tasks also require interfacing with agency donors and volunteers, managing office systems, and assistance with special projects. Other duties and tasks as assigned. This position reports to Day Center Director

JOB RESPONSIBILITIES:

- Performs administrative functions, such as filing, faxing, answering phone calls, and responding to emails.
- Provides hospitality to agency visitors, clients, and vendors, including but not limited to coordinating engagement opportunities and maintaining cleanliness of the reception area.
- Provides general clerical/administrative support to agency staff including but not limited to database management, report maintenance, and volunteer data entry.
- Provides care and protective supervision to all Day Center clients while utilizing appropriate and effective approaches/techniques for serving individuals with dementia.
- Follows the standards and licensing requirements of adult day centers including the accuracy of postings and frequency of communication.
- Promotes and encourages good morale, professionalism and a cheerful attitude among clients, staff, and volunteers
- Performs other duties as assigned

OTHER SKILLS REQUIRED:

- Strong computer skills using Microsoft Office (Word, Excel, Outlook) is required as well as proficiency in client and/or donor management software.
- Customer service experience
- Excellent interpersonal and organizational skills.
- Good verbal and written communication skills.
- Ability to work independently and as a team member.
- Bilingual (Spanish) preferred

EDUCATIONAL AND EXPERIENCE REQUIREMENTS:

- Associate degree from college or university, or equivalent combination of administrative experience, training, or education
- Minimum of 2 years of general office experience preferred.
- Experience working with older adults, preferably those with Alzheimer's disease or another form of dementia preferred.