

POSITION DESCRIPTION

Classification

Nonexempt

Reports to

Chief of Staff

Summary/Objective

The receptionist performs routine clerical, secretarial and administrative work such as answering telephones, receiving the public, providing customer assistance, data processing, and record-keeping. Responsible for coordinating office services and related activities, including assistance with maximum utilization of services and equipment. Also, responsible providing arrangements for events and office meetings. This role will assist with ensuring the office cleanliness and maintenance of well stocked common use spaces i.e. meeting rooms, copy rooms, restrooms and kitchen. Due to the vital nature of this role, the receptionist will be responsible for coordinating and training homeowners and volunteers to provide coverage for planned absences.

Essential Functions

1. Manages the reception area to ensure effective telephone and general communication both internally and externally to maintain professional image
2. Answers telephones and directs the caller to the appropriate associate
3. Takes and retrieves messages for various personnel
4. Provides callers with information such as company address, directions to the location, fax numbers, website and other related information
5. Greets and assists visitors
6. Assists public with the use of facilities
7. Sets meetings for outside guests as needed
8. Tracks office supply inventory
9. Ensures cleanliness of organizational shared spaces, i.e. meeting rooms, copy rooms, restrooms and kitchen
10. Ensures that restrooms are stocked with hand soap, paper towels and toilet paper
11. Ensures that kitchen is stocked with dish soap, hand soap, paper towels, coffee and shared use items
12. Participates as needed in special department events, projects and meetings
13. Coordinates the pick-up and distribution of mail services (FedEx, UPS, other packages and deliveries, etc.)
14. Assists with other related clerical duties such as photocopying, faxing, filing and collating
15. Assists with data entry in various software platforms
16. Assists with event tasks and meeting preparation and breakdown
17. Assists Chief of Staff with organizational administrative duties

Competencies

1. Passionate about the Habitat for Humanity mission and purpose
2. High energy and the ability to function effectively with minimal daily direction and support. Can solve problems and make decisions with minimal oversight in a creative and effective manner
3. Proficient in Microsoft Office Suite
4. Customer service focus
5. Able to maintain the highest levels of confidentiality
6. Proficient communication and organizational skills

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Supervisory Responsibility

This position has no supervisory responsibility.

Work Environment

This job operates in a professional office environment or at various event sites. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. This position may require working in various weather conditions.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position requires extended periods of sitting and standing. The employee must also occasionally lift and move up to 25 pounds.

Position Type/Expected Hours of Work

This is a full-time position, and hours of work and days are Monday through Friday, 8:30 a.m. to 5 p.m. Alternative summer and holiday hours may vary.

Travel

Travel is primarily local during the business hours and mileage is reimbursed

Required Education and Experience

High school diploma
One year of administrative experience

Preferred Education and Experience

Bi-lingual; Fluent in Spanish and/or Creole
Associate degree
Two years of related experience

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Office Location:

4116 Silver Star Rd. Orlando, FL 32808

To Apply:

Please send resumes and cover letters to employment@habitorlandoosceola.org

All resumes will be reviewed upon receipt.

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10/8/2019