

Position Description – Receptionist/Switchboard Operator

GENERAL SUMMARY: The person in this position will greet Sisters, staff, guests and visitors, answer the telephone and respond to inquiries from same. Responsible for screening visitors in order to maintain security.

CLASSIFICATION: Non-exempt

ESSENTIAL FUNCTIONS

- Graciously receive all persons who come to the reception desk and assist them as needed. Provide hospitality for those waiting to see someone or waiting for a tour. Answer routine inquiries regarding St. Rose Convent.
- Maintain security by identifying and assisting individuals at all entrances.
- Monitor camera systems and notify appropriate personnel of issues and concerns.
- Receive and transfer all telephone calls and/or take messages when appropriate.
- Handle sensitive and confidential materials in a discreet, professional manner.
- Is able to take initiative and use independent judgment to make decisions in the supervisor's absence.
- Assist the sisters in placing international calls according to given procedures.
- Adds to prayer list as provided by Prayer Intentions Coordinator.
- Assist in sorting and distributing mail from Villa St. Joseph.
- Prepare and distribute Jean's Day flyer, collect and turn in money to the Finance Department.
- Sell and mail C.D.'s upon customer requests.
- Sell and collect money for stamps.
- Handle petty cash, including distribution, and paperwork itemizing funds spent and received.
- Sell and collect money for meal tickets, turn in money to the Finance Department.
- Responsible for issuing key cards for approved individuals.
- Check updated housing list and prepares the room slips for overnight guests.
- Maintain the "out" list for sisters that leave the building.
- Maintain and update St. Rose Convent board.
- Assist other departments with projects as needed.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be reliable and able to work independently.
- Must respect the confidentiality of others.
- Able to manage work with frequent interruptions.
- Ability to work effectively with others as a team member.
- Excellent verbal and written communication/customer service skills.
- Intermediate level computer skills.

Education and/or Experience

- Experience and competency in using Microsoft Word, Excel and Access.
- Previous work experience in a professional setting and assisting customers preferred.
- Working knowledge of a multi-line telephone system.

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Language Skills

- Ability to read and comprehend instructions and correspondence.
- Ability to effectively present information and respond to questions from Sisters, staff, guests and visitors clearly and effectively.

Mathematical Skills

- Ability to calculate figures and amounts.

Reasoning Ability

- Ability to apply principles of logical thinking in a wide range of practical problems.
- Ability to approach people in a manner which creates harmony and promotes cooperation.

WORKING CONDITIONS

Physical Demands

The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the person is usually required to sit; use hands to finger, handle or feel, reach with hands and arms; and talk and hear. The person is frequently required to stand; walk, balance; stoop, kneel, or crouch; and smell. The person occasionally is required to lift and/or move up to 25 pounds. Specific correctable vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in a temperature-controlled office environment.
The noise level is usually quiet to moderate.

ACCOUNTABILITY

The person in this position reports to the Hospitality Coordinator.

PREREQUISITE: Physical exam, Tuberculosis screening test, Drug screen, Criminal Background Check

DISCLAIMER CLAUSE

The above statements are intended to describe the general nature and level of work required of the job. They are not meant to be an exhaustive list of all responsibilities, duties and skills required.

RECEIVED BY: _____

_____ Date