

**JOB TITLE:** Receptionist

**EMPLOYER:** North Shore Senior Center

**DEPARTMENT:** Facility Operations

**REPORTS TO:** Director of Facility Operations

**FLSA STATUS:** Non-exempt

**FT/PT:** Part-time, 2:00 p.m. – 5:00 p.m. Tuesdays, Wednesdays, and Thursdays (9 hours/week)

**LOCATION:** Arthur C. Nielson, Jr. Campus, Northfield, IL

**SUMMARY:** The Receptionist supports the efficient operation of the Administration office by: 1) answering and directing phone calls through the main switchboard; 2) assisting visitors; 3) providing excellent customer service; 4) building a strong and collaborative relationship with other receptionists; and 5) performing various administrative tasks.

**DUTIES AND RESPONSIBILITIES:**

- Answers, screens and directs phone calls
- Greets visitors and maintains positive guest relations; provides exemplary customer service in a friendly and professional manner
- Helps plan and coordinate trainings for receptionist staff; assists in training new reception staff and volunteers
- Processes outgoing mail; assists with mailings; receives mail, sorts and distributes, as needed
- Prepares and updates documents, charts and reports using a variety of computer software programs
- Assists and supports management staff with projects, as assigned
- Assists in ordering and replenishing office supplies, as needed
- Assists in troubleshooting problems with various office machines, as needed
- Ensures the reception area is a neat, orderly and safe environment and reports any unsafe conditions to the Director of Facility Operations
- Works in a team with other receptionists, including phone support volunteers, to complete projects and tasks in a timely manner
- Attends scheduled department and staff meetings
- Performs other related duties as assigned by management

**SUPERVISORY RESPONSIBILITIES:**

- This job has no direct supervisory responsibilities
- Indirectly supervises Administration Phone Support volunteers
- Responsibilities include training, scheduling, planning, assigning, and directing work; refers complaints and problems related to volunteers to Director of Facility Operations.

**QUALIFICATIONS:**

- High school diploma, general education degree (GED) or equivalent
- Associate's Degree (AA) or equivalent from a two-year college, or equivalent combination of education and experience, preferred

- Minimum of one year of experience in an administrative position
  - Computer skills required: advanced computer knowledge, including experience using Microsoft Office Suite of programs
  - Other skills required:
    - Advanced organizational skills, including attention to detail and accuracy
    - Advanced customer service, verbal communication and interpersonal skills
    - Maturity, reliability, flexibility to meet operational demands
    - Ability to maintain information and electronic data in a confidential, accurate and timely manner
    - Sensitivity to cultural diversity
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**To be considered for this position, please send your resume and salary requirements to [hr@nssc.org](mailto:hr@nssc.org).**

*EOE: North Shore Senior Center is an equal opportunity employer; applicants are considered for all positions without regard to race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), marital status, parental status, national origin, age, disability, veteran status, genetic information, or any other status protected by applicable federal, state or local law.*