



JOB DESCRIPTION: RECEPTIONIST

Description:

- ◆ Serve visitors by greeting, welcoming, and directing them appropriately. Notify Agency personnel of visitor's arrival. Maintains security and telecommunications system. Answer inquiries or referring another to respond.

Reporting Relationship

- ◆ Reports to Manager/Administrator

Responsibilities/Duties

- ◆ Greet visitors with a positive, helpful attitude.
- ◆ Monitor waiting room activity to ensure visitor comfort.
- ◆ Assist visitors in finding their way around the office.
- ◆ Announce visitors, as necessary.
- ◆ Answers, forwards, and screens phone calls.
- ◆ Helps maintain workplace security by issuing, checking, and collecting Identification badges, as necessary.
- ◆ Maintains the Visitor Log.
- ◆ Maintains the reception area, mailroom, and conference rooms.
- ◆ Prepares meeting and training rooms.
- ◆ Assists with a variety of administrative tasks including copying, faxing, taking notes and making travel plans.
- ◆ Sorts and distributes mail.
- ◆ Manages and develops the office administrative team.
- ◆ Provides excellent customer service.
- ◆ Schedule appointments.
- ◆ Contacts suppliers or business associates upon request.
- ◆ Receives or directs general deliveries.
- ◆ Coordinates and arranges meetings as directed.
- ◆ Ensures all equipment (e.g., fax, machines, copiers, telephones, shredders are maintained).
- ◆ Conducts oneself with the highest degree of honesty and integrity in every interaction.
- ◆ Communicates and acts in a professional manner at all time.
- ◆ Interacts compassionately with visitors and co-workers.

Required Knowledge/Skills/Abilities

- ◆ Knowledge of administrative and clerical procedures.
- ◆ Knowledge of computers and relevant software applications.
- ◆ Knowledge of customer service principles and practices.
- ◆ Keyboard skills.
- ◆ Ability to work independently.
- ◆ Possess excellent interpersonal, coordinating, and organizational skills
- ◆ Ability to multiple tasks.

Potters of Eden, LLC



- ◆ Possess good communication skills.
- ◆ Ability to make independent decisions when circumstances warrant such action.
- ◆ Be a supportive team member, contribute to and be an example of teamwork and team concept.
- ◆ Ability to deal tactfully with co-workers, visitors, government agencies/personnel, and the general public.
- ◆ Possess good time management skills.

Qualifications:

- ◆ Certificate or associate degree in clerical studies or office assistance preferred
- ◆ High school diploma plus on-the-job training may be considered.
- ◆ Prior experience as a receptionist in related field preferred.
- ◆ Competency in Microsoft applications including Word, Excel, and Outlook.
- ◆ Experience with administrative and clerical procedures.

Please attach updated copy of resume with references along with this document signed.

I have read and understand the job description and agree to fulfill the position's responsibilities.

Receptionist Signature

Date

Supervisor Signature

Date

PRE-EMPLOYMENT BACKGROUND CHECK AUTHORIZATION

I, _____, understand that as part of the employment process, Potters of Eden, LLC need to complete a background check on me regarding:

- | | |
|--------------------------------------|--|
| 1. Criminal record; | 6. Motor Vehicle Records; |
| 2. Sex and Violent Offenders Record; | 7. Personal/Professional Reference Verification; |
| 3. Employment Verification; | 8. Medical Suitability |
| 4. Education Verification; | 9. Drugs/Alcohol |
| 5. License Verification; | 10. Child Abuse Clearance (If indicated) |

- I authorize all federal and state agencies, persons and organizations that may have information relevant to this research to disclose such information to Potters of Eden, LLC or its authorized agent(s).
- I understand that this authorization is to be part of the written and signed employment application.
- I also understand that I do not have to give authorization for a background check but if I don't give permission, my employment application will not be processed further.
- I understand that I have specific rights under the federal Fair Credit Reporting Act (FCRA) and may have additional rights under relevant State law.
- I further authorize that a photocopy of this authorization may be considered as valid as the original.

I hereby certify that all statements on this form are true and correct to the best of my knowledge and belief. I understand that employment with Potters of Eden, LLC is contingent upon successful completion of a background check.

_____	_____
Signature	Date
Full Name _____ Telephone No. _____	
Former Name(s) and Date(s) used: _____	
Current Address _____	
Date of Birth _____	Social Security Number: _____
Current Driver's License: _____	State: _____

List any other cities, states and dates of residency during last 10 years (Use back of sheet, if necessary.)

City	State	From: Month/Year	To: Month/Year
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

CONFLICT of INTEREST STATEMENT

It is the responsibility of each employee to recognize and avoid any situation involving a business conflict of interest. Employees are expected to promptly disclose any known relationships or activities that may result in real or apparent conflicts of interest. This information is disclosed to your Supervisor and/or the Agency Manager, thereby allowing issues to be worked before they develop into a problem. Through this action, an employee protects their own interests as well as those of the Agency.

All employees must complete this Conflict of Interest Statement upon hire and update the Statement annually or whenever the status changes.

Activities/situations that create a conflict of interest, or the appearance of one, must be declared on this Conflict of Interest Statement.

1. Do you have an outside job that may create a conflict of interest with your employment at this Agency?

Yes ___ No ___

Describe: _____

2. Do you have any other conflict of interest with your employment with this Agency? Yes ___ No ___

Describe: _____

I understand that failure to observe and abide by these obligations may result in disciplinary action which may include dismissal and/or contract termination.

I also understand that in some cases, failure to observe and abide by these obligations may result in criminal or other legal actions.

Signature

Date

Signature & Position of Agency Representative

Date