



## **Receptionist Position Description**

Title: Receptionist

Reports to: Executive Director of People Plus

Receptionist opens the Center M-F at 8AM and is primary staff person at front desk until 1PM. Position is 25 hours a week and must be available to work year round. Includes vacation, sick leave and paid holidays. The People Plus Center is closed when Brunswick Schools are closed due to inclement weather. Computer skills including knowledge of Microsoft Office (primarily Excel and Word), email use, internet searches, etc is required. Provides support for Office Manager, Programming, Membership, Center Activities, Outreach, VTN and other staff as needed to fulfill the mission of People Plus. As the first point of contact in a busy lobby, the receptionist must be a people person who always wears a smile, is very upbeat, has grace under pressure and is able to handle multiple tasks at one time.

### **Responsibilities:**

- First point of contact for all incoming and outgoing foot traffic at the Center.
- Answers and manages the phones
- Work with Membership to maintain membership database, monitor obituaries, mailing support including printing labels, etc. (This will be taught)
- Work with VTN (Volunteer Transportation Network) to provide back up and Friday coverage
- Work with Programming/Office Manager to sell punch cards, handles cash payments/money log, records class attendance and manage monthly statistics, opens Center (makes coffee, etc), Sets AARP tax appointments during tax season, produce flyers, schedule bi-monthly art shows, support programs and Center events when able
- Supports Spectrum Generations positions (ADRC and Meals on Wheels) when needed
- Maintain lobby and cafe cleanliness and appearance

### **Qualifications:**

- Candidates must smile, be energetic, motivated, and have a passion for working with people of all ages, especially seniors.
- Computer literate with working knowledge of computers and computer programs. Apple products will be taught. Customer service skills, understanding of seniors is desired, willingness to respond to staff requests as needed, ability to work as a team and independently.
- Must be at least 21 years of age and a high school graduate (or higher education).
- Able to communicate effectively with the public.
- Available to work a regular schedule including summer and school holidays

### **Working Conditions/Physical Demands/Essential Functions:**

- Ability to work standing up or seated for periods of time, but with freedom of movement.
- Ability to handle and/or move materials and supplies and set up and take down tables and chairs on an occasional basis.
- Some occasional stress due to multiple priorities and/or deadlines.