



JOB DESCRIPTION

Position Title: Receptionist/Office Assistant	Classification: Hourly with benefits	Date last revised: 2/11/19
Department: Program Support	Supervises: N/A	
Reports To: Chief Program Officer		

Purpose

The Receptionist/Office Assistant manages the front desk and ensures all guests are greeted in a timely and professional manner with a high level of customer service. This role helps ensure the building is running smoothly, items are in their place and performs a variety of administrative and clerical tasks.

Responsibilities

Front Desk Reception:

- Greet and welcome guests as soon as they arrive at the office
- Assist visitors in navigating the office or accommodating their needs
- Announce and connect visitors to the appropriate person and office
- Answer, screen and forward incoming phone calls
- Receive, sort and distribute daily mail/fax/deliveries
- Maintain Agency Calendar and room reservations
- Ensure reception and kitchen areas are tidy, stocked and presentable
- Assist with room set up
- Maintain Welcome sign with daily updates
- Assist with ticket drop off and pick up-process, completing in-kind forms as needed
- Maintain office security by following safety procedures and controlling access into the building

Office Management:

- Ensure efficient and effective office operations
- Coordinate with vendors for employee IT needs such as work station and phone set-up, as well as monitoring/coordinating service for technology issues
- Coordinate and oversee service calls for general office equipment maintenance (including printers, postage machine, water cooler, shred-it, etc.)
- Manage check-out system for equipment such as cameras, wireless cards, spare laptops/tablets
- Ensure supplies are stocked throughout office
- Oversee purchasing for office and facility supplies and keep inventory of stock

- Conduct monthly reports on copier and postage usage
- Maintain and communicate office policies and procedures
- Manage effective storage, organization and recordkeeping systems agency-wide
- Oversee facility rental/reservation requests and agreements with external parties
- Coordinate with relevant law enforcement entities to support safety and security
- Coordinate with property management services to ensure external and internal services are preformed according to expectations.

Program and Administrative Support:

- Assist with program tasks or projects as requested- making copies, putting together packets, etc
- Complete volunteer/youth intake or reference calls as needed
- Make edits and coordinate Agency Handbook and Program Manual updates
- Become crossed trained to support other functions
- Assist with meeting and event prep
- Coordinate mailing projects
- Help with data entry as needed [TME/Giving Tuesday]
- Assist with event and meeting prep as requested

General:

- Attend required meetings and events as scheduled.
- Establish and promote positive communication among all team members of BBBSCI to increase collaboration and reduce inefficiencies.
- Represent BBBSCI in a professional manner at all times, providing courteous service to both internal and external constituent and presenting a positive image of BBBSCI.
- Abide by BBBSCI policies (including Financial Policies and Procedures) and practices.
- Complete other duties as assigned.

Evaluation of Performance

Performance will be evaluated based on meeting the requirements of the job description; meeting performance metrics and other quality indicators established for this position; working effectively in a team environment; and demonstrating the values of Big Brothers Big Sisters of Central Indiana.

Experience, education, and attributes

Minimum requirements:

- High School Diploma
- Work experience as a Receptionist, Front Office Representative or similar role, preferred
- Proficiency in Microsoft Office Suite applications.
- Hands-on experience with office equipment (e.g. fax machines and printers)
- Solid written and verbal communication skills
- Participation in continuing educations programs as requested

Key attributes:

- Professional attitude and appearance
- Ability to be resourceful and proactive when issues arise
- Excellent organizational skills and attention to detail
- Multitasking and time-management skills, with the ability to prioritize tasks
- Pleasant, customer service focused attitude

Physical demands/Work environment

- Willing to work Monday-Thursday 8am-6pm, on most weekdays with occasional flexibility to work on other days of the week and/or other hours.
- Must have reliable transportation.
- Must be able to pass a background check consisting of National Sex Offender, Criminal History and driving check.