



## Front Desk Receptionist Position Description

### Position:

Front Desk Receptionist

### Reports to:

Director of Operations

### Receptionist Job Summary:

North Raleigh Ministries (NRM) is a Christian nonprofit organization that works to equip families and individuals in crisis with the resources and skills they need to achieve stability. This position assists with a variety of customer service, clerical, and administrative duties for the Crisis and Development Center (CDD). These tasks include greeting clients, assessing need/routing clients, answering phones, taking messages, managing email and mail correspondence, and calendaring. The position will also manage various clerical and administrative tasks to ensure efficiencies at the front reception area that provide a quality client experience. Given the visibility and client focus of the position, it is essential that the individual maintain a professional appearance and posture at all times.

### Primary Responsibilities:

- Greet clients and visitors as they enter the center, assess need, and direct them to the proper area or person.
- Inform staff when their appointments arrive.
- Maintain reception area and all common areas in a clean and tidy manner at all times.
- Provide administrative support to various departments, including data entry, printing, and document preparation/organization.
- Answer and appropriately direct all phone calls.
- Respond to emails in a prompt and professional manner.
- Sort and distribute mail to the appropriate parties.
- Answer questions and address complaints in a customer friendly way.
- Help manage the office calendar.
- Order office supplies and track supply inventory.
- Order meals for meetings and group events.
- Create and display closure signs during planned and unplanned office closures.
- Update the phone tree system with planned and unplanned office closures and all other updates as needed.
- Decorate the lobby for the holiday season.

### Requirements:

- Qualified candidates will have strong communication and organizational skills as well as a demeanor that is both warm and professional.
- Proven experience in an office setting and as a receptionist, front office representative, or a related position
- High school diploma, associate's/bachelor's degree in a relevant field preferred
- Experience operating a variety of office equipment such as copiers, printers, and scanners.
- Proficient in utilizing scheduling software, as well as Google and Microsoft products.
- Positive demeanor, professional appearance, and professional attitude.
- Ability to thrive in a fast-paced setting.
- Calm, polished, and professional appearance.
- Strong multi-tasking and time management skills.
- Ability to provide exceptional customer service.
- Bilingual (English/Spanish) required.

### Compensation and Benefits:

- Full time, hourly, non-exempt
- Hiring range is \$15-\$16 per hour
- Generous benefits package