



## Job Opening

**Job Title:** RECEPTIONIST  
**Department:** Operations  
**Reports To:** Assistant Center Manager - Chelsea  
**Classification:** Non-Exempt  
**Location:** Metro North REB Region - Chelsea

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### SUMMARY

Provides clerical and office support to agency personnel, organizational committees, subcommittees, and task forces to ensure the efficient and effective provision of information and community services by performing the following duties.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

1. Greets visitors, answers and directs incoming calls.
2. On site resource to staff, program participants, vendors and visitors.
3. Data enter, review for accuracy, and maintain various agency databases including mailing lists, emails, and program statistic data.
4. Orientate and assist participants in all workforce service programs.
5. Prepares, assembles, and distributes internal and external meeting materials and information packages.
6. Maintain various agency databases to insure unduplicated mailings, emails, and bulk mail distributions.
7. Assist with technical needs of staff, program participants and visitors.
8. Acquire basic working knowledge of WorkPlace programs and services to assist staff and participants with various functions.
9. Maintain common office equipment, copiers, postage meters, printers and fax machines.

10. Create, update and maintain a procedural manual for support service functions, equipment, and meeting functions.
11. Coordination, room arrangement, notifications to attendees, and setting up for training and/or workshops.

### **SUPERVISORY RESPONSIBILITIES**

Responsible for own work and not normally required to direct or supervise other personnel, but may occasionally instruct or show another employee how to perform the work.

**QUALIFICATIONS** perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to work with and support a diverse customer base
- Excellent customer service skills

### **EDUCATION and/or EXPERIENCE**

High School Diploma or GED, One year of customer service experience, sales and/or related experience and/or training; or equivalent combination of education and experience.

### **LANGUAGE SKILLS**

Excellent communication skills; ability to write simple correspondence; ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

### **COMPUTER SKILLS**

The ability to understand more advanced computer skills and be proficient in the advanced knowledge of software such as Microsoft Word, Excel, PowerPoint, Access.

### **OTHER SKILLS AND ABILITIES**

English/Spanish bilingual preferred

### **CERTIFICATES, LICENSES, REGISTRATIONS**

N/A

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To apply:

Submit Cover Letter and Resume to:

Lauren Kelman, Program Assistant, National Initiatives

[lkelman@workplace.org](mailto:lkelman@workplace.org)