Reports to: Executive Director

JOB SUMMARY: The Receptionist performs those tasks needed to manage the front office, including greeting and providing visitors, residents, family members and employees with appropriate information and direction, answering phones, maintaining the appearance of the lobby, keeping marketing material stocked, and providing support to the Business Office Manager and the Executive Director with office responsibilities.

PRIMARY RESPONSIBILITIES:

Administrative/Clerical

1. Assemble resident brochure packets and mail as requested.
2. Assist Business Office Manager and Executive Director with correspondence duties.
3. Assist in filing paperwork.
4. Receive and send packages for the Executive Director or other departments as requested by your supervisor.
5. Assist the community Marketing Director in preparing for new resident move-ins and inquiries, as directed.
6. Prepare, print, and disperse weekly menus and calendars, if applicable.
7. Distribute mail, if applicable.
8. Assist the Executive Director and/or other departments with additional administrative duties as assigned.

Customer Service

1. Possess and maintain knowledge of the community, its benefits, services provided, the residents, family members, and employees.
2. Answer incoming calls, in a warm, pleasant and professional manner.
3. Respond to all calls, promptly, following proper telephone etiquette and taking detailed messages.
4. Ensure messages are relayed promptly to the intended person.
5. Greet all visitors, residents, family members, and employees in a warm and helpful manner.
6. Ensure that the reception/lobby areas are clean, neat and inviting.
7. Offer refreshments to visitors and make them feel welcomed and comfortable.
8. Coordinate appointments for residents requesting transportation or hairdressing services.
9. Collect residents’ mail and prepare for distribution (if applicable).
10. Provide other assistance with resident services as requested by supervisor.
11. Assist in the dining room as directed.

QUALIFICATIONS/SPECIFICATIONS:

1. Genuine concern for and ability to work with the elderly.
2. Possess sufficient communication and language (orally and written) skills to perform job duties and communicate with residents, other staff, family members, etc., as needed, with the ability to accommodate inquiries for information and/or assistance.
3. Excellent customer service skills with the ability to relate to people in a courteous, understanding and cooperative manner.
4. Ability to handle complaints graciously.
5. Intermediate level computer skills and Microsoft Office software experience.
6. Good organizational skills with the ability to handle complex workload with priority.
7. Must be able to utilize standard precaution knowledge and infection control measures where required.
8. Dependable, mature, and cheerful personality and work ethic.
9. Experience handling multi-line telephone system with etiquette and customer service.
10. Able to keep confidential information regarding residents and staff secure per H.I.P.P.A regulations.

EDUCATION:
High school graduate or currently enrolled in an equivalent or college program.

EXPERIENCE:
Previous experience in a customer service setting with telephone answering and greeting customer responsibilities.

PHYSICAL JOB REQUIREMENTS:
In a typical eight hour day, employee will:
- Stand/walk frequently, punctuated by opportunities to sit.
- Sit frequently, up to 3-4 hours at a time, punctuated by varying intervals to stand.
- Lift and carry as follows:
  - Lift: <5# <15# ≥30# ≥50#
  - Carry: <5# <15# ≥30# ≥50#
  - Push/pull: <5# <15# ≥20# ≥50#
- Frequently kneel, bend, and reach while filing paperwork for items <15#.
- Secure proper assistance for transferring and lifting of residents as needed (training required for this task)
- Vision - must be able to read clearly with or without corrective lenses.
- Hearing - Must be able to hear telephone, audible alarms, bells, and signals related to resident safety, with or without hearing devices.
- Speech/language - must have strong command of the English language sufficient to read and write and interpret medical and administrative information.
- Bloodborne exposure category: Low

Ageia Health Services is an equal opportunity employer. This means we do not discriminate in employment decisions on the basis of race, color, national origin, citizenship status, creed, religion, sex, age, marital status, disability, political ideology, veteran status, or any category protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including but not limited to hiring, placement, promotion, termination, reduction in force, recall, transfer, leaves of absence, compensation and training. We fully comply with our legal duty to provide reasonable accommodations to allow people with disabilities to apply for and perform their jobs. If you have a disability that would affect your ability to perform the essential functions of this job you must let us know prior to accepting the position and as soon as possible should a change occur.

This job description may be changed to include new responsibilities and tasks or change existing ones as Ageia Health Services Management deems necessary.

EMPLOYEE ACKNOWLEDGEMENT:
I have read and I understand the job description in full for the position I am applying. I understand that my employment is at will and thereby understand that the company or I can terminate employment, with or without cause or advance notice.

I am able to fulfill the duties, responsibilities, and requirements of this position as outlined above.

_______________________________________________________________
Applicant’s/Employee’s Signature                                  Date

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