



Receptionist

Mission Statement for Rainbow Acres

Rainbow Acres, a residential Christian community with heart, empowers persons with developmental disabilities to live to his/her fullest potential with dignity and purpose.

Job Title: Health and Wellness Receptionist

Department: Health and Wellness

Prepared Date: May 2023

Summary Job Description:

Maintains office operations by receiving and distributing communications; maintaining supplies and equipment; picking up and delivering items; welcoming guests; and answering incoming calls. This is a safety-sensitive position.

Minimum Professional Requirements

Associate's Degree and a minimum of one to two years of related experience (or equivalent combination of education and work experience) resulting in strong working knowledge of administrative and office procedures and systems such as word processing, managing files and records, and workplace terminology. Excellent communication skills with the ability to work with a diverse population, providing excellent customer service. Demonstrated ability to build effective working relationships cross-functionally. Evidence of strong Christian commitment is desirable. Evidence of strong ethical standards and moral character is essential, along with sensitivity to the needs of the Residents.

Professional Responsibilities

- Answer telephone and direct all calls or messages to the appropriate party
- Maintain the appearance of the front office
- Greet persons entering Health and Wellness, determine the nature and purpose of the visit and direct or escort them to specific destinations
- Ensures all incoming guests, volunteers, and vendors sign in and out of the Visitor Log
- Submit requests for maintenance of office machines (e.g., postage, copy, fax, telephones, and computers)
- Maintain/update multiple spreadsheets and hard-copied information
- Collect, sort, distribute, or prepare mail, messages, or courier deliveries
- File and maintain records
- Assists in administering the Emergency Action Plan responsibilities such as evacuation orders and safety issues.
- Assures that Rainbow Acres marketing materials and other informational literature are current and available for visitors and members
- Trains other staff on front desk procedures when necessary
- Other duties as assigned

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to stand, walk, have great dexterity of hands and arms, stoop, kneel, talk, or hear. The employee is required to sit for long periods of time. The employee may be required to lift and/or move more than 25 pounds.



Work Environment The work environment characteristics described here are representative of those an employee will encounter while performing the essential functions of this job. The working environment is generally favorable. Lighting and temperature are adequate, and there are no hazardous or unpleasant conditions caused by noise, dust, etc. Work is generally performed within an office environment, with standard office equipment available.