



## **Front Desk Receptionist**

The Front Desk Receptionist serves clients and visitors by greeting, welcoming, and directing them appropriately.

### **Skills/Qualifications**

- Deep knowledge and understanding of services and resources offered at POC
- Positive attitude and professional demeanor
- Ability to maintain confidentiality and use discretion when dealing with sensitive information
- Strong Spanish and English communication skills
- Flexibility to adapt to changing needs of organization

### **Essential Job Duties**

- Greet clients and visitors in a professional and welcoming manner as they enter the Community Resource Center
- Answer and transfer phone calls to staff
- Listen to client issues and direct clients to appropriate staff/organization
- Respond to client inquiries in polite and timely manner
- Market and explain community services to clients
- Serve as first line of contact between client and POC
- Escalate issues to appropriate staff as necessary
- Keep a clean and professional reception area
- Distribute mail
- Open and close building
- Check email each day at beginning and end of shift and alert the next shift of any issues
- Serve as initial contact for building maintenance related issues
- Keep community resource flyers in front lobby updated
- Contribute to team effort by accomplishing related tasks as needed