

Northern California Conference
Job Description

DATE:	June 2021	Title:	NCC Receptionist		
LOCATION:	NCC Office - Roseville	Wage/Salary:	TBD		
STATUS:	Regular/Half-time, Job Share	ERI Category:			
REPORTS TO:	Administration	Job Code:	B	Step:	

SUMMARY: Responsible for operating the reception desk, answering the operator phone line, and performing general clerical duties as needed, including assigned special projects for departments within the office.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Greets all incoming employees and guests in a positive, helpful, and professional manner.
2. Provides directional assistance to visitors, including elevator, stairs, restrooms, departments, and meeting locations.
3. Manages a daily visitor log and electronic file for record keeping.
4. Provides a temporary visitor pass to all incoming guests who do not have a designated workplace badge and collects the pass as guests exit.
5. Maintains strict confidentiality of guests arriving for scheduled appointments.
6. Maintains the lobby area in an attractive and professional manner.
7. Receives and provides daily shift change update reports regarding the flow and schedule of the lobby.
8. Receives and may sign receipt of courier and mail deliveries.
9. Reports immediately any suspicious activity to police and office supervisor.
10. Answers the operator phone line and forwards calls to appropriate departments and staff.
11. Provides general information to callers, such as office location and business hours.
12. Checks the operator voicemail each morning and throughout the day.
13. Forwards voicemail messages to appropriate departments and staff.
14. Monitors the office service entrance.
15. Performs other general clerical duties that may be assigned by supervisor and/or departments relating to special projects.
16. Performs other general clerical duties that may be assigned by supervisor.

JOB SPECIFICATIONS:

To perform this job successfully, an individual must be positive, helpful, and able to perform each essential duty with judgment, creativity, discretion, and use of intellectual ability. The requirements listed below are representative of the knowledge, skill, ability, physical demands, and work environment.

Education and/or Experience

A high school diploma or equivalent is required, and two or more years of college are preferred. Prior experience with receptionist or secretarial duties is preferred.

Language Skills

Ability to read and comprehend simple instructions, short correspondence, and memos. 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.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability

Ability to apply common sense understanding to carry out detailed but uninvolved written and oral instructions. Must possess the ability to deal with nonverbal symbolism and to deal with a variety of abstract and concrete variables.

Other Skills and Abilities

Computer literacy in programs such as Microsoft Word and Excel is necessary. Should be familiar with office equipment such as copier, printer, and scanner. Must possess skills in working with culturally and ethnically diverse groups.

Physical Demands

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, and feel; reach with hands and arms; talk and hear. This job requires frequent use of the telephone. The employee must occasionally lift and/or move up to 20 pounds. Assistance should be requested when lifting requirements exceed 20 pounds. Specific vision abilities required by this job include close vision and distance vision.

Work Environment

Essential responsibilities are performed primarily in a sedentary and comfortable manner. Tasks are usually performed under normal office conditions with little or no noticeable discomfort, with the noise level at a moderate tone. Work area is well lighted and ventilated. Overtime is never permitted without supervisor's prior approval.

***** Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**