WESTMINSTER VILLAGE

JOB DESCRIPTION

TITLE: Receptionist

EXEMPT STATUS: Non-Exempt

REPORTS TO: Director of Human Resources

GENERAL SUMMARY:

The Receptionist is responsible for answering and transferring all incoming calls in a courteous and professional manner, giving information, direction and other appropriate assistance to residents, staff, guests and vendors and performing a variety of other clerical duties as assigned.

PRINCIPLE DUTIES:

Essential Job Duties:

1. Opens and closes the reception desk and properly secures all files, keys and equipment in the office area.
2. Receive visitors and vendors to the facility
3. Answer telephone, transfer calls.
4. Communicates to the appropriate parties, promptly and clearly, all messages and material directed to them.
5. Respond to resident emergency calls through Tel Tron Assurance System and notify appropriate parties.
6. Respond to fire alarms/drills through fireboard and Tel Tron System.
7. Accepts and records, as directed, payments, reservations, appointments and cancellations and the like.
8. Receipt all in-coming cash and maintain petty cash fund.
9. Sort and distribute in-coming mail, log and track all pacakages and prescription deliveries.
10. Maintain supplies and reorder when necessary
11. Reserve resident guest rooms.
12. Log residents in and out of facility.

13. Maintain Visitors Log book.
14. Enter resident absence cards.
15. Maintain office equipment and call for repairs when needed.
16. Schedule transportation on facility van for residents.
17. All other duties as assigned by supervisor.

HOSPITALITY FOCUS:

The Westminster Village fully embraces a culture of hospitality. To that end, we include the following hospitality promises as a guide for our interpersonal interactions with residents, co-workers, and guests:

1. We greet residents, employees and guests warmly, by name and with a smile.
2. We treat everyone with courteous respect.
3. We strive to anticipate resident, employee and guest needs and act accordingly.
4. We listen and respond enthusiastically in a timely manner.
5. We hold ourselves and one another accountable.
6. We embrace and value our differences.
7. We make residents, employees and guests feel important.
8. We ask "Is there anything else I can do for you?"
9. We maintain high levels of professionalism, both in conduct and appearance, at all times.
10. We pay attention to details.

WELLNESS FOCUS:

The Westminster Village employees are expected to promote a healthy community culture for all residents and employees. This is a whole-person approach to health and wellness which includes eight dimensions of wellness: Emotional, Environmental, Health Services, Intellectual, Physical, Social, Spiritual and Vocational. Through these efforts we can ensure and exceed residents' wellness needs relating to their mind, body and soul, which may also have a positive effect on the employees, as a result.

QUALIFICATIONS:

1. High School graduate with two years of general office experience preferred.
2. Previous experience answering a multi-line phone preferred.
3. Typing and experience with other business machines very desirable.
4. Ability to work under pressure, meets deadlines, be exacting in performance and work well without direct supervision.

5. Must display a courteous, friendly, and helpful attitude toward the public.

PHYSICAL REQUIREMENTS/WORKING CONDITIONS:

Must be able to sit for up to 75% of the workday; must be able to stand and walk throughout the workday. Must be able to push and pull up to 50lbs unassisted. Must be able to lift up to 30 lbs. Must be able to bend and reach. Must have good manual dexterity for typing and operation of office machinery including computer. Requires continuous mental and visual attention to diversified operations.