

FOUNDATION FOR THE CAROLINAS

JOB DESCRIPTION

Title: Receptionist Division/Department: Operations

Reporting To: Conference Center Manager

FLSA Classification: Exempt Non-Exempt

Employment Type: Full Time Part Time Intern Contract

POSITION SUMMARY

The receptionist for the Foundation serves as the initial ambassador for the agency whose main function is to greet and direct our clients and guests by phone or in person. Their work is primarily directed and requires a service oriented approach.

DUTIES & RESPONSIBILITIES

- Answer multi-line telephone in a professional and courteous manner and efficiently direct callers to the appropriate staff member
- Greet visitors and directs them to the appropriate staff member or conference room
- Forward messages in a prompt and responsible manner
- Keep up to date on meetings scheduled in the building
- Direct catering services to appropriate conference/board rooms
- Validate parking passes for guests
- Assist with swapping reception area to Hearst entrance
- Assists other departments when time permits
- Order office and kitchen supplies
- Facilitate vendor, contractor and visitor security sign-ins
- Monitor available Valeeze credits and request checks for replenishment and deliver
- Run month-end parking reports for invoicing and department crediting
- Other duties as assigned

JOB QUALIFICATIONS

- A high level of confidence and a firm, positive, friendly voice
- Good listening and communication skills that will ensure that all guests are handled in a courteous and professional way
- A warm and friendly disposition that will ensure that visitors to the Foundation are appropriately greeted
- High school graduate with at least two years secretarial education and/or experience
- Knowledge in Microsoft Word
- Human relations skills to deal effectively with guests/clients in person or on the phone
- Service orientation toward internal and external clients
- Aptitude for learning varying technologies
- Team Player

POSITION SPECIFIC COMPETENCIES

Select from the following position-specific competencies. Please limit the total number of competencies to 10 or less.

All Employees: Communication & Interpersonal Skills

Executive Team: Leadership Strategic Thinking Fiscal Stewardship

All Supervisors: Delegating Responsibility & Empowering Employees Managing Employee Performance Ensures Consistent Policies & Practices

General:

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| <input type="checkbox"/> Affiliate Management | <input type="checkbox"/> Budgeting & Cost Awareness | <input type="checkbox"/> Building Organizational Commitment |
| <input type="checkbox"/> Building Team Environment | <input type="checkbox"/> Client Records | <input type="checkbox"/> Concern for Employee Satisfaction |
| <input checked="" type="checkbox"/> Customer Skills | <input checked="" type="checkbox"/> Dependability | <input type="checkbox"/> Ensures Proper Training in New Technologies |
| <input type="checkbox"/> Entrepreneurial Orientation | <input type="checkbox"/> Equipment Skills | <input type="checkbox"/> Fund Management |
| <input type="checkbox"/> Implementing New Technologies | <input type="checkbox"/> Initiative | <input type="checkbox"/> Innovative Thinking |
| <input type="checkbox"/> Job Skills | <input type="checkbox"/> Managing Meetings | <input checked="" type="checkbox"/> Managing Multiple Priorities |
| <input type="checkbox"/> Meeting Targets | <input type="checkbox"/> Presentation Skills | <input type="checkbox"/> Product Knowledge |
| <input type="checkbox"/> Productivity | <input type="checkbox"/> Project Management | <input checked="" type="checkbox"/> Quality of Work |
| <input type="checkbox"/> Relationship Building/Networking | <input type="checkbox"/> Results Oriented | <input type="checkbox"/> Technical Skills |
| <input type="checkbox"/> Time Management | <input type="checkbox"/> Training & Development | <input type="checkbox"/> Writing Skills |