

Capital Manor Job Description

Job Title: RECEPTIONIST
Department: Administration
Reports To: Director of Admin Services
FLSA Status: Non-exempt
Reviewed By:
Review Date: 01/12

SUMMARY

The primary purpose of this position is to greet residents, visitors, guests and vendors of Capital Manor (CM) and to answer and direct all in-coming calls. This position is also responsible for performing clerical duties in an efficient manner in accordance with established procedures and as directed by the supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES *include the following. Other duties may be assigned.*

Support the mission, philosophy, policies and procedures of CM in all responsibilities, actions and communications.

Work at all times within and under the scope or standards defined and required by any licensure or certification for this position, as well as Capital Manor specific training, policies and procedures for this position.

Assume the administrative authority, responsibility and accountability necessary for successfully performing the duties of Receptionist.

Work independently and harmoniously, displaying flexibility, personal integrity, patience, enthusiasm and a cheerful disposition.

Work beyond normal working hours, on weekends and holidays, and in other positions/shifts when required/directed.

Assist residents in any way possible/reasonable and show interest in their personal well-being.

Attend and participate in continuing education programs, in-service meetings and other meetings as required/directed.

Assure that residents' rights (personal, property, confidentiality, etc.) are observed and preserve the dignity and self-respect of the residents at all times.

Respond cheerfully to all people, in person or by telephone, using a pleasant speaking voice at all times.

Greet and tactfully direct and assist residents.

Remain at reception desk at all times unless a relief person is present.

Ensure that guests/visitors abide by existing rules and refuse admission to persons as directed.

Receive inquiries and release information in accordance with established policies and procedures.

Relay information between departments, to receptionists and staff to help ensure smooth operation of the facility.

Report suspicious persons/information to security immediately and leave a message for the Director of Admin Services.

Follow all established safety and fire procedures and precautions.

OTHER RESPONSIBILITIES AND REQUIREMENTS

Demonstrate knowledge of administrative practices, procedures and guidelines.

Work harmoniously with all personnel, professional and non-professional, in all department of CM.

Maintain confidentiality of all resident information.

Order and sell postage stamps.

Order money and maintain postage machine.

Order supplies needed for the front office.

Process UPS packages.

Receive, direct and sign for in-coming deliveries.

Receive in-coming telephone calls before the third ring, determine the nature of the call, and direct the calls to the appropriate individual or department.

Check residents in and out and send absentee report to Finance Office.

Follow lock block procedures.

Inventory lock blocks occasionally.

Keep all resident information at front desk updated (i.e. mailboxes, resident in-house boxes, Manor Care list, out-of-town list, phone books, etc...)

Assist with typing and filing as directed.

Keep reception areas and work room clean. Assure areas are neat. Clean work area before leaving on breaks or at end of the work day.

Assist in creating and maintaining an atmosphere of warmth, personal interest, and positive emphasis, as well as a calm environment throughout CM.

Newspaper procedures for tower, terrace and residential living residents (moves, new residents, vacation and cancel). Send billing to Finance Office.

Check medications in and out (sign for delivered pharmaceutical medications and record date and time when medication is picked up by resident or appointed person).

Enter maintenance and housekeeping work orders into computer.

Check guests in and out. Process guest room changes and charges and send to Finance Office.

Make announcements over intercom as needed/required.

Maintain room reservation lists for guest rooms and other public areas of Capital Manor.

Collect job applications and route to the Human Resource Director.

Receive and follow reception schedule/instructions from your supervisor and as outlined in our established policies and procedures. Follow procedure manual for daily tasks.

Efficiently use modern office methods including computer systems, system applications and other office equipment (electronic typewriter, postage meter, photocopier, Microsoft Word, Excel, Windows, etc.).

Abides by the standards and procedures of the Capital Manor Compliance and Ethics program.

SUPERVISORY RESPONSIBILITIES

None.

QUALIFICATIONS *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Education/ Experience

High school diploma or general education degree (GED) required; business/trade school classes or two (2) year college degree preferred, but not required. A minimum of six (6) months secretarial experience that utilized such skills as typing, filing, working with a multi-line phone system, postage meters, photocopiers, computer systems and data entry (Microsoft Word, etc.).

Language Skills

Ability to read, write, speak and understand the English language.

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 residents, visitors, and employees of the organization.

Mathematical Skills

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

Ability to deal with problems involving several variables in standardized situations.

Ability to make independent decisions when circumstances warrant such action.

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

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is often required to stand and walk. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

Works mostly in office areas. Works beyond normal working hours, weekends and holidays, and on other shifts as necessary.

Ability to cope with the mental and emotional stress of the position.

Be in good health and demonstrate emotional stability.

WORK ENVIRONMENT *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The noise level in the work environment is usually moderate.

Is subject to hostile and emotionally upset residents, family members, employees, visitors, etc.

Is subject to falls, burns from equipment, odors, etc, throughout the work day.

May be exposed to infectious waste, diseases, conditions, etc., including exposure to the AIDS and Hepatitis B viruses.

Every effort has been made to make your job description as complete as possible. However, it in no way states or implies that these are the only duties you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is a logical assignment to the position.

Signed _____
Head Receptionist

Date _____

Signed _____
Director of Admin Services

Date _____

01/12 Head Receptionist