THE LYNDE AND HARRY BRADLEY FOUNDATION

# JOB TITLE: Receptionist and STATUS: Nonexempt

# Clerical Assistant

# REPORTS TO: Vice President for Administration DATE: August 2016

# Position Summary:

Responsible for handling and/or forwarding incoming phone calls to the appropriate person or area, greeting visitors to the Foundation, and other general office duties as assigned.

# Responsibilities Include:

* Answers, screens and directs all incoming calls and faxes to the appropriate person or area.
* Operates and monitors security gates and cameras for guest and service visits.
* Directs visitors to meeting rooms and informs the appropriate person when the visitor has arrived.
* Coordinates beverage service and clean up for meetings in the Lion House.
* Coordinates telephone system operations, maintenance and training needs.
* Responds to general phone inquiries related to application procedures and program guidelines.
* Maintains PolyCom equipment and sets up conference calls as requested.
* Receives and logs courier delivery packages.
* Processes outgoing FedEx and shipping labels. Reviews FedEx invoices for accuracy and notes appropriate GL numbers.
* Assists in the maintenance of the grant record database by entering positive and negative inquiries and report letters; produces related correspondence and files as needed.
* Assists with annual Bradley Prizes event including collection of rsvps.
* Maintains petty cash fund.
* Monitors the Bradley Outlook calendar on a daily basis to identify general activities, conference rooms, and employee schedules.
* Maintains general appearance of the reception and conference room areas.

**Other Duties and Assignments:**

Other duties as may be assigned by the Vice President for Administration to fulfill the responsibilities of this position

**Work Relationships and Scope:**

This position reports directly to the Vice President for Administration. Daily communication with all employees of the Foundation. Frequent contact with visitors and guests.

## **Measures of Performance:**

Quality, quantity, accuracy, timeliness and thoroughness of work performed; ability to handle multiple calls at one time; effectiveness of communications and development of good working relationships with managers and co-workers; effectiveness of communication and customer service with visitors and vendors; professional workplace appearance and conduct; reliability in reporting to work regularly and on time; understands and adheres to Foundation policies and procedures; and, ability to keep Foundation information confidential.

**Knowledge, Skills and Abilities:**

## Experience would include at least three years of experience working as a receptionist or administrative assistant in a professional work environment. Qualifications would include professional customer service skills, effective verbal and written communication skills, professional phone etiquette, working knowledge of Microsoft Office software, general office equipment, multiple phone lines, and neat and accurate work.

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## **Working Conditions:**

Work is performed in a pleasant office environment with minimal exposure to injury. Work hours are generally weekdays during normal business hours and will usually average 40 hours a week.

### **Acknowledgement:**

This job description describes the general nature and level of work performed by employee assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. The employee may be required to perform other job-related duties as requested by the Vice President for Administration. All requirements are subject to change over time and to possible modification to reasonably accommodate individuals with a disability.

Employee Signature Date