



FiftyNorth Job Description

Job Title: Receptionist	Program: FiftyNorth
Reports to: Administration Manager	Date Written: July, 2008
Written by: Lynne Pederson	Date Last Updated: July, 2022

1. Primary Purpose

Receive Center members at the front desk. Provide information and enter data of daily attendance.

2. Diversity and Inclusiveness Accountability Standard

Develop and maintain sensitivity to employee and customer diversity in the workplace. Behave in ways that demonstrate respectful treatment of other employees, members, volunteers, and customers. Develop cultural competence related to the services provided.

3. Essential Job Functions

Essential Job Function	Tasks Undertaken to Accomplish the Essential Function
Provide customer service to Center members.	<ul style="list-style-type: none"> • Be knowledgeable of the daily calendar schedules to be able to answer questions about activities and direct members to rooms. • Keep current in terms of program operation and policies so that questions posed by members and the public may be answered accurately. • Be knowledgeable of the administrative systems to assist members with registration, membership, and insurance questions. • Greet all members, visitors, and vendors in a courteous, friendly, helpful, and welcoming manner maintaining professional standard and boundaries in interactions. • Answer incoming telephone calls in a professional manner, take messages and route calls appropriately



<p>Provide customer service to Center members (continued)</p>		<ul style="list-style-type: none"> • Direct members to other staff when questions cannot be answered or issues cannot be resolved. • Communicate information to renters, as needed • Understand how copiers work to assist users. • Maintain confidentiality of all materials.
<p>Receive and record member check-in attendance activity</p>		<ul style="list-style-type: none"> • Be knowledgeable of Schedules Plus computer program to enter member/volunteer data, check room rentals and schedules. • Receive payments from fees, purchases, class registrations, etc.
<p>Manage the organization of the front desk</p>		<ul style="list-style-type: none"> • Set out signs for pool closure, hot tub cleaning, etc. • Keep forms stocked • Sign off on packing slips and put in appropriate staff mailbox.
<p>Maintain the lobby space and coffee bar keeping an organized and clean appearance</p>		<ul style="list-style-type: none"> • Clean, tidy the coffee bar and surrounding area • Make popcorn and coffee, keep supplies stocked • Sweep and/or vacuum popcorn dropped on the floor. • Straighten reading materials • Wipe down the popcorn machine.
<p>Perform opening and closing duties, when scheduled.</p>		<ul style="list-style-type: none"> • See opening and closing duties
<p>Participate and function effectively as a team member</p>		<ul style="list-style-type: none"> • Participate in and be prepared for staff meetings • Form cohesive working relationships with co-workers • Assist and participate in planning meetings. • Open/close divider walls in rooms 103/105 and 104/106 if necessary • Provide assistance with member issues and questions, conduct Center tours when duties permit
<p>Strengthen the sense of community to achieve and maintain member satisfaction</p>		<ul style="list-style-type: none"> • Promote and support member interaction and community participation • Be friendly, respectful and helpful in providing customer service.



4. Other Job Duties

Identify any other job duties that are a part of the job, but are not considered essential to the job.

- Be knowledgeable of Wellness and Activity program information
- Complete other duties as assigned

5. Scope of Position

Scope of Responsibility	Indicate level of responsibility
Number of Direct Reports	None
Program Budget Responsibility	None
Annual Number of Customers served	1600

6. Education Requirements

Degree	Field of Study	Required	Preferred
HS Diploma or GED		X	
HS plus specialized training			X
Associates Degree			X
Bachelors Degree	Business, Accounting, Human Services		X

Can experience be exchanged for education? ___X___ yes _____ no

7. Certification, licensure, or registration

Indicate below the type of certification, licensure, and/or registration that is required or preferred to perform the job.

Type	Required (check if yes)	Preferred (check if yes)
<input checked="" type="checkbox"/> None		
<input type="checkbox"/> Certification	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Licensure MN Drivers License	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Registration	<input type="checkbox"/>	<input type="checkbox"/>



8. Work Experience

Check the box that identifies the amount of previous work experience required for a new incumbent in this job.

- Less than six months
- More than six months but less than one year
- One year to less than three years
- Three years to less than five years
- Five years to less than ten years
- Ten years or more
- Other (please describe)

Describe type of experience required. Office assistant, Receptionist, Office Management

8. Other Specialized Knowledge or Skills

- Knowledge and use of computer programs
- Experience working with volunteers and the public.
- Good organizational skills and self motivated
- Good oral and written communication skills
- Enjoys working with people
- Skill in working with diverse populations.
- Ability to multi-task
- Ability to keep calm during stressful situations
- Experience working in a non-profit organization

9. Unusual Working Conditions or Physical Requirements

- Occasional exposure to dissatisfied customers.

Working Conditions

Describe any unpleasant conditions or potential hazards in the work (e.g. continuous cold, heat, dust, aggressive clients) and the frequency.

Exposure to Unpleasant Condition or Hazard	Frequency
Exposure to challenging situations	Monthly