

THE OPEN LINK POSITION DESCRIPTION

Job Title: Administrative Assistant/Receptionist
Responsible to: Executive Director/Program Director
Type of Position: Full-time Non-exempt

PRIMARY OBJECTIVE:

The Administrative Assistant/Receptionist is the first voice and face that stakeholders encounter at The Open Link. They should be professional, friendly, patient, kind and empathetic. In addition, the ideal candidate will have a high level of detail and the ability to handle multiple priorities at once. The position requires that the individual be punctual and have consistent, regular attendance. In addition, the position supports the Executive Director and the Program Director with administrative needs, including maintaining calendars and schedules when appropriate.

QUALIFICATIONS:

- 1) Punctuality and consistency– the position requires that the individual open the office each morning at 8AM.
- 2) Attention to detail – the receptionist must take accurate messages and schedule clients fully and appropriately.
- 3) Volunteer management and training skills – ability to schedule volunteers for coverage in their absences, as well as the ability to train volunteers in the aspects of the job.
- 4) Strong organizational skills – the ability to manage multiple calendars as well as calendar schedules for meeting rooms.
- 5) Excellent oral and written communication skills.
- 6) Excellent knowledge of The Open Link programs and services.
- 7) Ability to manage multiple priorities and shift tasks when necessary.
- 8) Ability to work with diverse populations and abilities.
- 9) Ability to be self-directed in a fast-paced environment.
- 10) Empathy with boundaries – the position must be able to communicate effectively with clients and others, while also supporting the staff to mitigate disruptions allowing all clients to seek services appropriately.

RESPONSIBILITIES:

1. Open and close the Penn Street office each day.
2. Primary receptionist when on duty.
3. Assist clients with food pantry scheduling and enters data into Food Bank Management database.
4. Maintains room schedules and provides support with computers, copying and faxing.
5. Schedules volunteers for coverage at the front desk, trains them in job responsibilities, provides cross training to other staff for back-up coverage.
6. Supplies and maintains The Open Link materials as well as resource guides, flyers and other community information in the lobby, keeping pars and current information available.
7. Maintains knowledge of current TOL programs and services as well as knowledge of other community resources.
8. Maintains internal office forms including front desk logs, sign in sheets, donation forms, fax cover sheets, volunteer applications and timesheets. Keeps completed documents filed appropriately.
9. Responsible for building maintenance, including troubleshooting and regular scheduled contract maintenance with HVAC, cleaning, trash, refrigeration, pest control, fire alarms and keeps information/invoices/records of building issues.
10. Orders office supplies, tracks invoices, provides receipts to Accounting Manager.
11. Schedules TAP Medical transportation including taking client requests, scheduling drivers, reports monthly and annually on clients and volunteers.

12. Provides administrative support to Executive and Program Director, scheduling their calendars where appropriate.

13. Other duties as assigned.

Receptionist/Administrative Assistant

Executive Director

Date