

Job Title: Receptionist  
Department: Education  
Reports To: Chief Executive Officer  
Status: Full-Time

### **Job Summary**

The Front Desk Receptionist performs all reception and clerical duties at the front desk of the building. The ideal candidate will have a friendly and easy-going personality while also being very perceptive and disciplined. This position is required to give accurate information. A customer-oriented approach is essential all times including when faced with difficult customer service situations. The goal is to make sure our students, families, and visitors feel comfortable and valued while at NBCF.

### **Essential Duties and Responsibilities (including but not limited to):**

- Keep front desk tidy and presentable with all necessary material
- Greet and welcome guests and families in a professional and welcoming manner
- Ensure all non-staff sign in and sign out with front desk
- Tracks program registration and participation data accurately
- Prepare accurate and readable reports on activities including volunteer participation and program attendance
- Manages meeting schedules, correspondence, and notes
- Provide information and referral
- Answer questions and address complaints
- Answer all incoming calls and redirect them or take accurate messages
- Ensure that all letters, packages, and deliveries are received and accurately logged prior to distribution.
- Prepare outgoing mail by drafting correspondence, securing parcels etc.
- Check, sort and forward emails
- Monitor office supplies and place orders when necessary
- Keep updated records and files
- Monitor office expenses and costs
- Enter data into multiple systems accurately and promptly
- Manage volunteer process including screening, background checks, and tracking training needs and participation
- Translate both written and oral communication
- Render routine first aid as necessary
- Performs related duties as assigned



**Qualifications**

**Knowledge of**

- Microsoft Office 365 – Word, Excel, PowerPoint, Outlook, Salesforce or other CRM knowledge a plus
- Community services for blind and low-vision children and their families a plus
- Research techniques to locate resources and information independently

**Ability to**

- Communicate in a friendly, professional manner in both oral and written communication
- Prioritize projects appropriately based on agency needs and available time.
- Lift up to 50 lbs. and set up supplies and equipment
- Type 35 wpm. 10 Key (preferred)
- Work independently and assume responsibility for a task
- Maintain positive personnel relationships

**Education and/or Experience**

- High School Diploma and be at least 18 years of age
- 2 years of customer service experience (preferred)

**Certificates, Licenses, Registrations**

- First Aid and CPR certification and/or ability to obtain it within 30 days of hire

**Language**

- Fluent in English and Spanish, both spoken and written (Required)

Signature \_\_\_\_\_ Date \_\_\_\_\_