



Job Title: Receptionist / Security
Department: Operations
Reports To: Lead Receptionist
FLSA Status: Non-Exempt
Prepared by: Insperity (th) **Date:** 4/1/16

Position Summary: Under direct supervision, the Receptionist is the primary point of contact for Santa Maria Hostel. The Receptionist is responsible for handling incoming and routing calls greeting visitors, granting access to the property, responding to inquiries from the public, providing information about the organization and exercising a high level of customer service to our clients, staff and visitors. The Receptionist contributes to the security of the organization by helping monitor visitor access and ensuring that all visitors log in to the appropriate manuals. This position works at the Parker location.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Ensure outside visitors and vendors sign the confidentiality log.
- Grants access to the property in accordance with Santa Maria Hostel's procedures.
- Answers incoming telephone calls, assists callers, provides information about Santa Maria Hostel, and routes calls to staff.
- Maintains a safe environment by monitoring security system and emergency system.
- Provides timely referrals to staff of appointments or other assistance.
- Maintains a professional and personable demeanor while working with clients in a non-judgmental way.
- Notifies appropriate supervisor and/or manager of any critical incidents or emergencies.
- Routes incoming paperwork and mail to appropriate staff.
- Assists other departments with miscellaneous items.
- Observes and reports safety concerns, activities, security breaches and incidents that occur at the site, providing for the security and safety of client property and personnel.
- Conducts periodic foot patrols of the property to check for irregularities, suspicious and/or unsafe activity.
- Preserves order and may act to enforce regulations and directives in accordance with Santa Maria Hostel's policies.

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.

Competencies: To perform the job successfully, an individual should demonstrate the following:

Communications – Expresses ideas and thoughts verbally. Expresses ideas and thoughts in written form. Exhibits good listening and comprehension. Keeps others adequately informed. Selects and uses appropriate communication methods.

Conflict Resolution – Encourages open communications. Confronts difficult situations. Maintains objectivity. Keeps emotions under control. Uses negotiation skills to resolve conflict.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Education/Experience:

High school diploma or general education degree (GED); or one to three months' related experience in and/or training clinical aspects of the job; or equivalent combination of education and experience. Previous experience working in clinical services is preferred. Annual completion of following Blue Basin training: Understanding of Motivational Enhancement Therapy; trauma, abuse and neglect, violence, Post-Traumatic Stress Disorder (PTSD) and related conditions or other approved, equivalent training.

Language Ability:

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 customers, clients, and other employees of the organization.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

Basic working knowledge of Microsoft Office (Word, Excel, Outlook and Internet Explorer) required.

Certificates and Licenses:

Current CPR and infant CPR certification, first aid and PIAB training required; Valid Texas Driver's License. Prefer Minimum Level II – Commission License. Completion of IAHSB Basic Security Officer Training Program within six months of employment preferred. Registration with the Texas Private Security Bureau within 90 days of employment desired.

Supervisory Responsibilities:

Not applicable

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.

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 duties of this job, the employee is regularly required to sit and use hands to finger, handle and feel. The employee is regularly required to talk or hear, stand and walk. This position subject to climbing up and down steps and could carry a child or other objects weighing up to 50 pounds occasionally. Specific vision requirements include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

ACKNOWLEDGED: Supervisor / Manager Signature

Date

ACKNOWLEDGED: Employee Signature

Date

PRINT: Employee Name