

RECEPTIONIST

Non-Exempt

At-Will

INTRODUCTION

The receptionist is the first staff contact a visitor or caller has with The Links, Incorporated and The Links Foundation, Incorporated National Headquarters. This contact has a significant impact upon the impression others have of the professionalism and efficiency of the office. It is necessary that the receptionist is aware of staff presence and assignments, and conveys to visitors and callers that service is an important product of the organization. The receptionist reports to the Executive Director who makes assignments and outlines goals to be accomplished.

DUTIES AND RESPONSIBILITIES

- Greet and assist visitors upon arrival at the National Headquarters.
- Operate multi-line telephone system and use knowledge of the organization and staff assignments and departmental functions to route calls or direct visitors to the appropriate staff member.
- Take accurate messages or transfer callers to voicemail when staff members are unavailable to receive a call. Utilize good judgment to determine when to expedite the delivery of important messages.
- Receive and sort mail and deliveries daily.
- Organize multiple daily tasks around priorities outlined by the Executive Director.
- Organize meetings with assistance from the meetings department; including making calls, following up on issues, typing documents, organizing files, sending out correspondences and preparing information kits.
- In accordance with established office procedures, maintain correspondence tracking system and establish due dates for responses, forward correspondence for the National President and Executive Director to their assistants, and forward correspondence for The Links, Incorporated and The Links Foundation, Incorporated to the appropriate staff member.
- Serve as Customer Service Representative and in that capacity, research and answer general information inquiries: i.e. dates of the National Assembly; due dates for pertinent documents and fees, etc.
- Type letters, reports and other documents as a back up to various staff members to help relieve heavy workloads and meet deadlines. Enter data into computer system and retrieve reports as requested.
- Copy and fax documents as directed.
- Operate standard office machinery including the computer, scanner, fax and copier.
- Schedule appointments and maintain electronic appointment diary for conference rooms.
- Maintain neat and orderly appearance of the reception area.
- Performs other duties as assigned.

REQUIREMENTS

- High School diploma; AA degree or training in business administration is preferred.
- Experience of two or more years as a receptionist is highly desirable.
- Highly proficient in the following software programs: Word, Excel, PowerPoint, Outlook.
- Excellent written and verbal communication skills. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.
- Demonstrated ability to handle confidential information appropriately and exercise tact and discretion in dealing with staff and the public.
- Ability to stay focused, efficient and effective in managing multiple priorities.
- Professional demeanor and ability to defuse emotional situations in a calm manner.
- Strong interpersonal skills and good judgment.
- Proven ability to work independently to complete assigned tasks and achieve designated goals.
- Ability to communicate effectively with all levels of the organization, including staff, members and National Officers, and outside contacts.
- Mature, energetic with a 'let's roll up our sleeves' attitude.
- Ability to provide after hour and flexible support a must.
- Ability to travel 5%.

To apply online, [click here](#) or [download](#) Employment Application Form.