



Receptionist

Position Description

Job Title: Receptionist

Purpose of Position: To assist in the day-to-day office and facility management functions efficiently, effectively and respectfully in support of LoveWay's overall mission.

Requirements: Strong inter-office communications skills, including technology. Strong interpersonal and customer service skills. Proven ability to multi-task, prioritize, and organize. BA, preferably in social work, public affairs, management, or a related field of study. Experience in similar supporting nonprofit role a plus. Professional computer skills especially MS Office.

LoveWay's Core Values: Transformation, compassion, inclusion, and commitment

Key Responsibility: LoveWay campus receptionist

Duties:

1. Provides primary receptionist support for the organization. This includes welcoming every individual at LoveWay with compassion and commitment, initiating and responding to phone calls, email correspondence, and postal mailings.
2. Oversees the internal custodial management of LoveWay making sure that the facility is always clean and welcoming. Establishes best practices and policies to make sure facility (including kitchen and volunteer lounge) is well kept. This includes the posting, maintenance and decoration of walls in the common area.
3. Collects and sorts mail ensuring mail gets posted with all due haste. Maintains
4. Act as primary point of contact for phone system issues. Ensures all phones are labeled with current info, voice mail is set up for each new person as they arrive, and instructions on how to operate phone system are posted next to each phone.
5. Maintain yearly operations calendar. Responsible for the timely posting of events as needed and directed.
6. Procure office supplies, cleaning agents, LoveWay apparel, and other non-equine supplies according to yearly budgeting guidelines. Establish and maintain standing orders for consumables, i.e. toilet paper.
7. Troubleshoots issues affecting proper operations flow accordingly using available resources and personnel.
8. As directed by the Office Administrator, handle HR duties, including new hire paperwork, references and background checks. Upon absence of Office Administrator this position will also be responsible for processing payroll.
9. Coordinates birthday, sympathy and thank you cards for staff, volunteers and other LoveWay constituents.



10. Coordinate staff appreciation / team-building events
11. Assists with fundraising events as requested.
12. Assists with data entry as directed by Office Manager.
13. Assists colleagues as availability dictates.
14. Assists in maintaining social media and website postings as directed by the Office Manager.

Personal and Professional Attributes

1. Respectful communication to staff, volunteers and clients.
2. Proven ability to multi-task, prioritize, and organize.
3. Communicate all problems and concerns through chain of command.
4. Abide by Client Confidentiality Agreements.
5. Represent LoveWay in a positive and professional manner.

Reporting Requirement: This position reports to the Office Administrator on a week daily basis or as needed. This is a 35-40 hour week hourly position that requires mainly business hours 8:30 – 3:30 Monday – Friday with occasional Saturdays. Paid ½ lunch. Position is nonexempt and subject to overtime pay.

Employee	Date	Supervisor	Date
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