



FRONT DESK DEPARTMENT



DEPARTMENT DESCRIPTION

The Receptionist is the first point of contact with the community and as such, is responsible for communicating with the public and assisting seniors. The Front Desk Receptionist will perform duties for the safe, welcoming and efficient operation of the main DCSL center and work cooperatively with all DCSL staff, community partners and seniors.

INTERNSHIP DUTIES & RESPONSIBILITIES SHALL INCLUDE:

- Answers the telephone and greets visitors
- Providing clerical support and administrative duties for staff and assist with overflow projects, such as stuffing and/or addressing envelopes
- Provides basic program information
- Assists with preparing mailings
- Assists with copying, faxing, etc.
- Ensure that interactions demonstrate a commitment to equity and inclusion as related to race/ethnicity, class, religious practices, sexual orientation, gender and ability
- Directs visitors to appropriate staff
- Register new members in registration database (My Senior Center)

QUALIFICATIONS:

- Must be able to work independently with minimum supervision
- Must be able to communicate effectively in English, both written and orally
- Must demonstrate the ability to work with the elderly and dependent clients, staff and other persons assisting seniors
- Must be able to maintain required records for the program.
- Must be able to type 25 wpm
- Performs other duties, as assigned

ORGANIZATIONAL RELATIONSHIP:

The Receptionist reports to the Facilities Operations Manager, Thomas Vanhook.