



## RECEPTIONIST (BILINGUAL)

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**Position Status:** Non-Exempt  
**Reports To:** Administrative Services Manager  
**Effective Date:** 11/17/97  
**Revised Date:** 01/16/25  
**Job Level:** S1

### POSITION SUMMARY

Under close supervision, this position:

1. Performs highly visible greeting and communication functions for employees, members, providers, and visitors, routes calls, and trains other staff in reception functions
2. Provides administrative and clerical support related to Facilities and Administrative Services Department activities
3. Performs other duties as assigned

### RESPONSIBILITIES

1. Performs highly visible greeting and communication functions for employees, members, providers, and visitors, routes calls, and trains other staff in reception functions, with duties including but not limited to:
  - Ensuring that the main lobby is opened and closed promptly, as scheduled
  - Greeting and assisting all visitors and callers, including employees, members, providers and members of the public, in a courteous and professional manner
  - Directing visitors and callers to the appropriate department or staff member
  - Taking messages and following up in a timely manner, as needed
  - Answering the telephone in a courteous and professional manner
  - Following company security protocols and procedures with respect to visitor, vendor, member and provider access, and issuing and tracking temporary access swipe badges
  - Ensuring that all members, providers, and visitors to the office sign in and out on the visitor log
  - Maintaining a variety of logs and calendars
  - Logging and updating information into the Reception procedures manual and call routing list
  - Maintaining the main lobby in a neat and organized fashion
  - Training other staff in the use of a multi-line telephone system and reception procedures and keeping those staff members informed about any updates or changes to reception procedures
2. Provides administrative and clerical support related to Facilities and Administrative Services Department activities, with duties including but not limited to:
  - Responding in a timely manner to all incoming emails and inquiries directed to the receptionist inbox
  - Managing e-mail correspondence efficiently and forwarding messages to appropriate personnel within the organization
  - Composing correspondence, setting up tracking procedures, and filing
  - Assisting with the preparation of various logs and reports
  - Receiving and signing for deliveries, logging deliveries for tracking purposes, and notifying recipients for pick up

- Assisting with and coordinating events, special projects, and initiatives
- Assisting with preparations for meetings

3. Performs other duties as assigned

### EDUCATION AND EXPERIENCE

- High school diploma or equivalent and a minimum of two years of experience performing general clerical and reception duties (an Associate's degree may substitute for one year of the required experience); or an equivalent combination of education and experience may be qualifying

### KNOWLEDGE, SKILLS, AND ABILITIES

- Bilingual (English/Spanish)
- Working knowledge of general administrative procedures and standard business office practices
- Working knowledge of the principles and practices of customer service
- Working knowledge of the utilization of multi-line telephone systems
- Working knowledge of standard office equipment, such as photocopy and fax machines
- Working knowledge of and proficiency with Windows based PC systems, Microsoft Word and Outlook
- Ability to respond to callers and visitors in a courteous and professional manner
- Ability to perform multiple tasks within allocated timeframes
- Ability to interpret, explain, and apply processes, policies and procedures
- Ability to create forms, documents and correspondence
- Ability to produce and maintain accurate records, logs and filing systems
- Ability to assist with the coordination of special events and projects
- Ability to exercise tact and diplomacy and demonstrate strong customer service skills
- Ability to anticipate needs, be proactive and demonstrate resourcefulness
- Ability to demonstrate promptness and dependability
- Ability to work independently and as a member of a team

### DESIRABLE QUALIFICATIONS

- Some knowledge of Microsoft Excel

### WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift, and carry objects of varying size weighing up to 10 pounds
- Ability to work effectively in a remote work environment
- Ability to travel to different locations in the course of work

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*This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.*