

# MASONIC VILLAGE

## POSITION DESCRIPTION

Position Title: Receptionist FLSA Status: Non-Exempt

Department: Administration

Supervisor Title: Executive Assistant

**I. POSITION OBJECTIVE**

To act as facility receptionist and perform various clerical duties as directed.

**II. ORGANIZATIONAL COMPETENCIES**

**Serving Others**

* Listens to their customers to identify and clarify their needs.
* Works with leadership and co-workers to develop workable solutions that best fit the needs/wants presented by the customer.
* Maintains a beneficial working relationships with all of our customers through continued communication.
* \*Customer is defined as resident, families, co-workers and vendors.

**Teamwork**

* Exhibits teamwork through the ability and willingness to work and communicate with the members of the organization in achieving Masonic Villages’ goals.
* Provides support and resources to assist in the success of the team and how it interacts with other teams within the organization.
* Provides timely, constructive, and respectful feedback to the team and team goal(s).
* Assists co-workers in the completion of tasks.

**Trust and Respect**

* Exhibits actions and behaviors that are respectful toward creating an environment where all individuals are treated with compassion, dignity, and honesty.
* Relationships are built on treating others as we want ourselves to be treated. Exhibits an understanding and acceptance of cultural differences.
* Respect for co-workers in timely attendance, active engagement at meetings and following through on the completion of job duties or assignments.

**Personal Accountability**

* Engaged in the success of the organization through commitment to Masonic Villages Mission, Vision, and Values. Personally adheres to the Personnel Policy Handbook and the Code of Conduct of the Masonic Villages.
* Assists co-workers and others in following the established employment guidelines and policies of the Masonic Village.

**Personal Responsibility**

* Takes ownership of his/her actions and words.
* Models behavior that results in thoughtful decision making, critical thinking, and problem solving.
* Successfully completes assigned tasks and job duties, and if needed, requests guidance/assistance for tasks and job duties from leadership and co-workers.
* Willingly assists co-workers as they learn new tasks and job duties and will assist with the completion of a job or task that requires more than one person for completion.
* Is punctual to begin work at the designated start time of each shift and leaves work at the designated end time of each shift.
* Understands that consistent work attendance is required and avoids excessive absenteeism. Will follow Masonic Villages and/or departmental guidelines for attendance.

**III. ESSENTIAL FUNCTIONS/PROFESSIONAL COMPETENCIES**

1. Greet and welcome guests (employees, residents and visitors).
2. Screen employees, residents and visitors.
3. Maintain reception desk; answer, screen and forward incoming phone calls; provide general information regarding our campus and services.
4. Maintain files and other records as directed.
5. Perform unscheduled administrative tasks as directed, i.e. schedule meetings, type documents, data entry, mailings.
6. Keep watch of door entries.
7. Electronically submit work requests as requested.
8. Receive packages and notify residents of such.

**IV. KNOWLEDGE / EXPERIENCE REQUIREMENTS**

1. High School graduate or equivalent.
2. Great communication skills with a friendly and professional demeanor.
3. Possess exceptional phone and computer skills.
4. A high attention to detail and ability to multi-task and stay organized.

**VI. PHYSICAL JOB REQUIREMENTS**

**See Physical Job Requirements Checklist in Human Resources**

**VII. APPROVALS FOR POSITION DESCRIPTION**

Brenda Van Deursen

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Name (Please Print) Signature

Executive Assistant 12/14/2020

Title Date

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Name (Please Print) Signature

Receptionist

Title Date

*The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.*