

INNER CITY CHRISTIAN FEDERATION
Job Description

Job Title: Receptionist (Bilingual)
Department: Administration
Reports To: Executive Assistant
FLSA Status: Non-Exempt, Full-time
Prepared On: October 2021

SUMMARY

Creates a welcoming environment and provides prompt and courteous response to all who enter the lobby or call the front desk. Ensures that guests are directed to the correct conference room or hall.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Greet and welcome all persons that enter the lobby, including staff, vendors, caterers, contractors, gallery guests.
- Follow Standard Operating Procedures (SOP) for opening and closing the building.
- Restock ICCF information display as needed. Puts away supplies that come in as donations from area churches.
- Order and organize office supplies.
- Order business cards and name tags for staff.
- Create welcome kit for new employee; clean and set up desk with business card, and phone list, create name plate at cubicle/welcome sign
- Update Staff/Phone Directory
- Call teammate extension to announce scheduled guests to appropriate staff member.
- Answer basic questions regarding all ICCF programs, services, and properties.
- Provide guidance to inquiries regarding Housing and Family Services education, counseling programs and assist with class registration.
- Direct callers to the appropriate staff member based on their reason for calling ICCF and questions.
- Politely and respectfully respond to callers who may be upset or distressed.
- Record and report safety concerns, conflicts, suspicious individuals or other people problems or injuries.
- Collect rent payments; issue written receipts. Follow protocol for safeguarding payments.
- Register individuals for classes including collecting payment, issuing written receipts.
- Assist with data entry, mailings and other clerical items as assigned by supervisor.
- Answer calls to the Spanish-language phone line at the front desk.

- Assist ICCF staff with Spanish translation, verbally and in writing, keeping service primary to walk-in and calling guests.
- Serve as one of the notaries available to ICCF staff and Family Haven residents.
- Prepare coffee and water for the lobby each morning.
- Assist other condo tenant guests at 415 Franklin.
- Follow safety and security protocols.
- Provide training and guidance to part-time Receptionist.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

A customer-focused, reliable receptionist

- You will be the first to meet our neighbors, partners, visitors and art gallery guests so the first impression of ICCF depends on your friendliness and efficiency.

A smart and trustworthy individual able to provide a cheerful greeting, handle all incoming requests, and be attentive to all activities.

- In addition, you will be responsible to be alert, attentive and monitor who comes in and out of the premises.

Largely contributes to an overall pleasant service experience; treat all our neighbors with respect and helps ensure ICCF provides excellent service.

- Polite, confident, spirited and patient. Seek to understand and offer resources for guests' needs.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or GED required. Prior experience is preferred.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively and clearly to customers, visitors, or employees of organizations. Spanish Bilingual required.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers and decimals.

I.T. SKILLS

Ability to compose, send and retrieve emails, and perform research on a website browser as needed. Ability to operate basic office equipment: printer, copier, fax machine, multi-line phone (less than 10 lines).

REASONING ABILITY

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

Reliable transportation

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to stand and use hands to finger, handle, or feel. The employee is occasionally required to walk and reach with hands and arms. The employee must infrequently lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is generally at the level of normal conversation.

Interested candidates should submit a cover letter, resume and salary requirements to:
[***hr@iccf.org***](mailto:hr@iccf.org).

ICCF is an EEO employer.