



STONEHILL
FRANCISCAN SERVICES

RECEPTIONIST

Vision Statement

In the spirit of St Francis of Assisi we commit to provide quality health and wellness services as we respond to changing needs.

Mission Statement

We, the Stonehill Franciscan Services community, in the spirit of St Francis of Assisi, offer a continuum of quality lifetime care services in a dignified atmosphere.

Our Core Values include:

Compassion (the heart of our daily life)

- We generously offer empathy, comfort, and encouragement with gentleness in an atmosphere of Christian love.

Hospitality (the spirit of our daily life)

- We warmly and graciously welcome all with kindness

Stewardship (the mind of our daily life)

- We are responsible for the resources entrusted to us
 - Financial – We will manage with integrity and fiscal responsibility
 - Human – We will recognize the personal gifts and talents of all
 - Environmental – we will be good stewards of our internal and external surroundings

Reverence (the soul of our daily life)

- We treat every person with dignity and respect, recognizing that all share in God's gift of life.

JOB DESCRIPTION - Job Summary:

Operates a switchboard to receive and relay incoming, outgoing, and all interoffice calls. Directs these calls to their intended destination and takes messages as needed. Provides front desk receptionist services greeting people as they arrive at the Health Center, giving directions and answering questions. Handles paging system and assigned clerical duties as requested.

JOB TASKS AND RESPONSIBILITIES:

- Answers all incoming calls through the switchboard making requested connections and accurately dispatching calls including paging employees and residents as needed.
- Assists residents with entering and exiting the facilitate as needed
- Announce and manage emergencies as they arise using our emergency codes
- Clerical duties, scanning, data entry, filing, faxing, etc...
- Greet and welcome guests as soon as they arrive, providing escorting and directional assistance as needed, departmental support, carts, etc...
- Escort or direct visitors to the appropriate person and office
- Ensure reception area is tidy and presentable

Job Title: Receptionist
Department: Resident Services
Reports To: Resident Services Director
Updated: 12/2017, 04/2018

- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges, assisting residents in and out of the main entrance)
- Update calendars and schedule meetings

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

- Must be well organized and have an abiding concern for others, resourceful and proactive when issues arise
- Professional attitude and appearance
- Effective communication and interpersonal skills are needed for this position;
- Multitasking and time-management skills, with the ability to prioritize tasks
- Must be able to respect the privacy and confidentiality of any information accessed necessary to perform job requirements.
- Proficiency in Microsoft Office Suite, Outlook, Fax Machine

MINIMUM QUALIFICATIONS

Education and experience equivalent to:

- High school diploma or equivalent with effective organizational skills.
- Proven work experience as a Receptionist, Front Office Representative or similar role
- Good English language communication skills, both written and verbal.
- Must be flexible and resourceful in handling work responsibilities. Above average observation and problem solving skills also needed.
- A high level of accuracy and record keeping abilities is necessary.
- Must be able to respect the privacy and confidentiality of any information accessed necessary to perform job requirements.
- Must ascribe to the values in the Franciscan inspired mission and vision statements.

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

Position requires dealing with daily work assignments for which standards and procedures have been established. Position requires the ability to assist residents and visitors when needed. Requires a physical activity including standing, walking, reaching, squatting, kneeling, bending, sitting, carrying, pushing, pulling, gripping, torqueing, reclining, and twisting;

Lifting up to 35 pounds at times. The position requires sitting for periods of time, however, the ability to respond quickly to aid a resident may be necessary. Close detailed vision is important. Work is performed indoors and is free from adverse weather. Must possess good hearing and clear speaking abilities in order to effectively handle relationships with others day to day and in emergency situations.

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Employee Job Description Acknowledgement

I have received a copy of the job description for the position I am being offered. I have read this job description (or had it read to me) and I completely understand all my job duties and responsibilities. I am able to perform the essential functions as outlined with or without reasonable accommodation. I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or Human Resources.

I further understand that performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor and the budget. I have discussed any questions I may have had about this job description prior to signing this form.

Print Name

Date

Signature

Company Representation

Date

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