



Job Title: Front Desk Receptionist

Location: Corcoran House 40 Walnut Street Clinton, MA 01510

Type: Part Time

Job Summary:

Responsible for operating telephone/communication center and serving as the information/referral center for all residents, associates, and departments. Provides services and support to associates in a manner that meets or exceeds community expectations in terms of professionalism.

Duties and Responsibilities:

The following essential functions are the fundamental job duties of the position to be completed with or without appropriate reasonable accommodation.

- Answers incoming telephone calls in a professional, cheerful, and welcoming manner.
- Determine purpose of callers, and sources calls to appropriate department or associate and/or voice mail when appropriate.
- Retrieves messages from voice mail and forwards to appropriate department or associate.
- Answers general questions about the community and provides callers with address, directions, and other information and refers other specific questions to appropriate staff.
- Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel.
- Receives, sorts, and routes mail, and maintains and routes publications.
- Maintains copy and fax machines, assists users, sends faxes, and retrieves and routes incoming faxes.
- Creates and prints fax cover sheets, memos, correspondence, reports, and other documents when necessary.
- Performs other clerical duties as needed, such as filing, photocopying, and collating.
- Collects rent checks from residents and family members and provides needed information to Executive Director.
- Collects money for meal tickets, etc.
- May perform other duties as assigned.

Minimum Qualifications:

- High school diploma or general education degree (GED); or one to three years related experience and/or training; or equivalent combination of education and experience.
- Able to read and comprehend simple instructions, short correspondence, and memos. Able to write simple correspondence. Able to effectively present information in one-on-one and small group situations to residents, family members, and other associates of the community.

- Able to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Able to deal with problems involving a few concrete variables in standardized situations.
- Able to operate: telephone, emergency call system, monitoring board or beeper, photocopier. Able to work various schedules and shifts as needed.

Physical Demands:

- Physically able to move at least 20 lbs. without assistance.
- Physically able to bend, reach, and work in small areas.
- Physically able to push and pull office equipment and furnishings.

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