



**Job Title: Receptionist**

**Location: The Highlands on the East Side Providence, RI 02906**

**Hours: Part Time 4pm-7pm, 2-3 evenings per week**

**Job Description:**

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

**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 cheerful and marketing-oriented way, determines purpose of callers, and forwards calls to appropriate personnel or department.
- Retrieves messages from voice mail and forwards to appropriate personnel.
- Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable.
- 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 Business Office Manager.
- May perform other duties as assigned.
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**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 instructions, short correspondence, and memos. Able to write correspondence. Able to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Able to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Able to operate: telephone, copy/fax machine. Able to work various schedules and shifts as needed.

**To apply or refer a qualified applicant please send completed application and/or resume to Pamela Tetreault at [ptetreault @hallkeen.com](mailto:ptetreault@hallkeen.com)**