



**Job Title: Receptionist**

**Location: The Residence at Kenilworth Park, Washington, DC 20019**

**Type: Full Time and Part Time**

**Job Summary:**

Receptionist is 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.

**Benefits:**

Full time position offers a competitive benefit program to include Medical, Dental, Vision, Health FSA, Dependent Care FSA, Short-Term Disability, Long Term Disability, Life Insurance, Home and Auto Discount program, Vendor Discount Program, 401(k) with matching contribution, Accrued Vacation, Sick, and Personal time and Paid Holiday Benefit. Employee referral bonus, and resident referral bonus.

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