



# JOB DESCRIPTION

Posting Date:	
Closing Date:	

## POSITION DESCRIPTION:

Position Title: Receptionist Department: Document Control

Classification:  Full Time  Part Time Salary: \_\_\_\_\_

## REPORTING RELATIONSHIPS:

Position Reports To: Document Control Manager

Supervises: None.

## POSITION PURPOSE:

This position will primarily be concerned with performing receptionist duties. In addition, the receptionist will perform duties such as, scheduling donors for all fixed sites, and assist donor schedulers in recruitment of donors.

## ESSENTIAL FUNCTIONS & BASIC DUTIES:

1. Donor Registration.
2. Answer phones, direct calls, and take accurate messages.
3. Scheduling Appointments for donors.
4. Collection of pre-paid procedures.
5. Filing of material appropriate to the functions of the front desk.
6. Assists in preparation of large mailings (envelope stuffing, addressing, etc).
7. Assists in preparation of copied material (stapling, sorting, etc).
8. Maintains records in accordance with established procedures.
9. Assists in training and orientation of staff.
10. Performs other duties as assigned.
11. Maintains a clean and orderly work area.
12. Assists donor resources with donor recruitment functions including donor calling lists, cold calling, appointment scheduling, etc.
13. Regular attendance and dependability are essential to this position.
14. Maintains confidentiality.
15. Fully complies with Standard Operating Procedures.

16. Maintains CRBS image by wearing appropriate attire and having good grooming standards.
17. Maintains a positive, professional attitude toward donors, the public, volunteers, and fellow employees by complying with CRBS' customer service standards.
18. Maintains a clean and orderly work area.

**QUALIFICATIONS:**

**Experience Required:**

- High School Diploma or Equivalent
- Must demonstrate an acceptable level of data entry and keyboard skills
- Knowledge of general office equipment, including computers, copiers, fax machine, etc.
- Have a working knowledge of Microsoft software applications.

**Skills/Abilities:**

- Ability to work well under pressure.
- Individual should be well organized, detail-oriented, able to multitask and have good time management skills.
- Able to work well with others and without close supervision.
- Must have good oral and written communication skills.
- Excellent customer service skills.
- Prior multi-line phone experience preferred.
- Is capable of lifting 50 pounds with or without accommodation.

**Required:**

- Valid WA state driver's license with a good driving.