



## 105 Center Receptionist Job Description

**Objectives of the Position:** The 105 Center Receptionist is the interface to the community and provides answering/greeting services for those contacting the 105 Center, coordination of client services, administrative support to the Center Supervisor, general office, and housekeeping services. This position is part-time, 20 hours a week.

**Reports to:** Center Supervisor

**Coordinates with:** Clients, Volunteers and Mercy partners

### Responsibilities:

1. Answer phones, deliver messages, and transfer calls. Check for recorded messages and deliver the messages to the intended person. Keep the recorded after-hours messages up to date.
2. Greet clients at the door, start initial paperwork, pull client files, and assign them to a room.
3. Provide supplies to clients according to guidelines.
4. Assist with client communications. Design flyers, text or call clients.
5. Assist with client scheduling and client filing.
6. Greet donors and assist with bringing in donations at the door. Work with volunteers to sort and organize donations. Collect donor contact information for receipts.
7. Keep an up to date "Needs" list for donors.
8. Provide basic housekeeping as needed and order supplies.
9. Assist volunteers with parking, record volunteer hours and answer any routine questions.
10. Assist with community and Mercy fundraising events.
11. Participate in ongoing training for staff i.e. BrightCourse and training meetings.
12. Attend staff and prayer meetings.
13. Assist Center Supervisor as needed.

### The best candidate will:

1. Able to speak, read and write in Spanish and English
2. Use Canva, Word and Excel
3. Respond calmly to clients who are upset and/or dealing with a crisis
4. Be people oriented -loves both adults and children
5. Able to work in a fast-paced environment
6. Depends on God, listens to the Holy Spirit and has a heart to pray for and with clients
7. Flexible and able to assist others as needed.