

JOB DESCRIPTION

POSITION TITLE: Receptionist

REPORTS TO: Office Manager

STATUS: Non-Exempt

SUMMARY OF JOB FUNCTIONS:

The Receptionist provides support to all departments and programs of the Four A's. Greets persons as they come into the office and receives incoming calls, determines nature of business, and directs caller to destination. Schedules client's appointments as needed. Performs routine clerical work such as typing, filing, scheduling, and mail processing. Maintains reception area, client area, office supplies, and office equipment such as photocopier and fax machine. Facilitates HIV & Hepatitis C testing by supplying initial paperwork.

MEASURABLE PRODUCTION GUIDELINES:

- Presents positive and professional image to the public.
- Ability to work and multitask in a fast-paced environment.
- Handles multi-line phone with accuracy and ease.
- Maintains various physical and network files, listings, and records.

QUALIFICATIONS:

Education and Experience: Minimum of one-year experience in a customer service position that works with diverse populations; background working in human services or social services preferred.

Communication Skills: Ability to communicate in a pleasant, tactful way with the public, staff, and clients. Must feel comfortable working with diverse populations in a variety of settings. Ability to maintain confidentiality.

Equipment:

- Ability to operate proficiently a computer, fax machine, printer, copier.
- Access to own transportation (preferred).

Physical Requirements:

- Frequent communication - verbal and written.
- Frequent sitting and/or standing.
- Repetitive movement of hands and fingers - typing and/or writing.
- Visually or otherwise identify, observe, and assess.
- Occasional stooping, kneeling, or crouching.
- Reach with hands and arms.

Certifications and Clearances: Valid driver's license (preferred); proof of auto insurance (if using a private vehicle). Federal and State background check specific to fraud or abuse of vulnerable individuals. TB test.

Knowledge: Experience using Microsoft Office to include MS Word, Excel, and Outlook, maintaining complex physical and network filing systems, maintaining a small office supply inventory, and working in a stressful environment where interruptions are commonplace.

Minimum Access to PHI: Will have access to Protected Health Information as outlined in Four A's Privacy Policies & Procedures.

JOB FUNCTIONS:

Essential:

- Receives calls and gives information to callers. Screens and routes calls to appropriate destination. Directs calls to telephone voice mail and/or obtains and records caller's name, time of call, and nature of business.
- Greets visitors, staff, and clients in a professional, courteous manner. Ascertains nature of business and directs visitors to appropriate department or person.
- Schedule appointments as requested.
- Provide/assist with initial rapid HIV testing paperwork for individuals tested in the office.
- Types reports, business correspondence, memos, schedules, and other statistical and financial data in a timely manner.
- Routes incoming mail; prepares outgoing mail.
- Operates office equipment including copier, multi-line phone with voice mail, computer.
- Maintains cleanliness and neatness of reception area and staff mailroom/storage area. Arranges for maintenance of photocopier and other office machines when required.
- Recognizes and maintains confidentiality of work materials.
- Works independently in the absence of supervision and uses initiative and judgment in dealing with workflow and uncertain situations.
- Provides hands-on training and guidance to Relief Receptionist(s).

Non-Essential:

- Runs errands on request.

This Job Description does not list all of your job duties. Occasionally your supervisor might request that you perform other reasonable duties. Review of your performance is based on your performance of the duties listed in this Job Description and these other duties. The Four A's reserves the right to revise this Job Description at any time. This Job Description is not a contract for employment. Therefore, either you or the Four A's may terminate the employment relationship at any time, for any reason, with or without notice, with or without cause.

Four A's is an Equal Opportunity Employer and makes every effort to ensure that in every phase of its recruitment and selection processes equal employment opportunity is provided to all individuals regardless of race, color, genetics, sex, gender identity or expression, sexual

orientation, age, religion, marital status, change in marital status, pregnancy, parenthood, disability, national origin or citizenship, or veteran's status.

People with lived experience of drug use, incarceration or involvement with the criminal justice system, homelessness, and/or sex work; Black, Indigenous, People of Color, women, and members of the LGBTQIA+ communities; and people living with HIV/AIDS and/or hepatitis C are strongly encouraged to apply.

Interested candidates can apply by sending a resume, cover letter, and completed Four A's Employment Application found at [Employment Application-1 \(alaskanids.org\)](#) to applicants@alaskanids.org.