



HISPANIC CENTER

of western michigan

Job Title:	Receptionist	Position Type:	Full-time
Department/Group:	Administration	Reports to:	Director of Finance & Admin.
Supervises:	None	Purchasing Authority	None

JOB DESCRIPTION

Job Purpose:

Greets and welcomes the public, members and company employees in a friendly, professional manner and performs some or all of the following clerical duties as required.

Duties:

- Operate telephone system in a professional manner using scripts to answer, screen and forward calls; provide information; and take messages and schedule appointments.
- Greet visitors and walk-in clients in a professional manner, determine the nature and purpose of their visit, and inform appropriate staff of need for service.
- Schedule appointments and maintain staff appointment calendars.
- Provide basic information about organization such as location, contact information and program services provided.
- Open mail; receive faxes, date stamp correspondence and place in appropriate staff mailbox.
- Accept and sign for mail or packages then notify recipient.
- Assure adequate paper and toner supply at each copier. Order supplies as needed.
- Transmit documents to customers, staff, or agencies using the computer, mail or facsimile machine.
- Schedule space for community events and meetings.
- Fill/maintain (Request/Records) for Interpreters/translations
- Process credit card and cash transactions/maintain records for special events- Entre Amigos, Sabor Latino.
- Hispanic Festival application forms and payments.
- Perform general housekeeping (e.g. keep lobby/reception area neat and tidy, take care of plants, straighten magazines, pick up toys, and maintain and organize office supplies). Refer maintenance issues to Director of Finance and Administration.
- Record receipt front desk cash and credit card transactions. Reconcile petty cash weekly and submit funds to the Accounting Assistant.
- Direct concerns and complaints from clients to the proper agency Director.
- Other duties as assigned.



HISPANIC CENTER

of western michigan

Skills/Qualifications:

- Must be bilingual in Spanish and English (Interview may be in Spanish and English.)
- Minimum of High School Diploma/GED.
- Demonstrate customer service skills.
- Demonstrate proficiency with Microsoft Office.
- Ability to work with a diverse group of people with a variety of personalities and educational levels.
- Attention to detail is necessary.
- Must be self-motivated, possess strong organizational skills and be able to maintain a consistent schedule of on-going activities.
- Ability to multitask in heavy traffic and high volume environment.
- Must be dependable and able to maintain a consistent work schedule with emphasis in being on time.
- Must be a team player and maintain a positive spirit and attitude.
- Ability to handle complaints in a calm manner and defuse unexpected conflict.
- Must possess a professional presence and demeanor at all times.