

Artemis Center

Job Title: Receptionist

Reports to: Clinical Program Director

Responsibility Areas:

Reception area Data entry
General administrative support

Minimum Requirements:

Proficient telephone and computer skills; good verbal communication skills; excellent organizational skills; multitasking and time-management skills with the ability to prioritize tasks; and a professional, customer service-oriented attitude. 1-2 years of administrative experience preferred.

Professional Standards

All services are provided in a manner consistent with agency philosophy, which empowers clients, avoids judgment and victim-blaming, and is coordinated with other community systems. All performance, with respect to clients and colleagues - both within and outside of the agency - is conducted in a manner which affirms the value of diversity and which is respectful of others in regard to gender, class, race, ethnicity, ability, religion/spirituality, and sexual orientation. All employees participate in the establishment of individualized annual goals and objectives. All employees must exercise the ability to work with individuals of different backgrounds and act as a role-model in using non-violent behavior in resolving conflict, as well as possess flexibility, mature judgment and competency in emergency situations.

Position Core Competencies

1. Screening guests and monitoring security cameras to help ensure safety of Artemis clients and employees
2. Data entry
3. Strong oral communication, both in person and over the phone
4. Strong

accuracy and attention to detail 5. Ability to meet data entry deadlines

Screening & Monitoring

- Answering phone and doors in polite, courteous, professional manner
- Following agency safety procedures in regard to clients/visitors
- Directing clients/visitors to appropriate place
- Informing staff of client/visitor or appropriate need
- Making clients feel welcome
- Maintaining security and telecommunications systems

Data Entry

- Entering information into agency database
- Meeting deadlines for completion of data entry
- Utilizing excellent organizational skills to file paperwork
- Utilizing high attention to detail to ensure accuracy of entered data

General Agency Duties

- Follow agency procedures to post schedules, and arrive for work as scheduled

- Record all appointments and meetings in agency scheduling system
- Participate in team and staff meetings
- Participate in training and development opportunities provided by the agency
- Participate in training of staff/volunteers/interns, as appropriate

- Promote positive image of Artemis, its mission, and its services; work to build positive relationships with community agencies, funders, courts and organizations
- Engage in ethical communication
- Work cooperatively with volunteers, interns, colleagues, and supervisors
- Maintain information in office in orderly fashion that is accessible to colleagues
- Know personal limitations and communicate them with supervisor before they interfere with performance
- Manage schedule to balance workload and effectively use time during less active periods
- Accurately document mileage on monthly transportation log

- Maintain access to reliable transportation, maintains insurance on vehicle used for duties

- Maintain confidentiality of clients, donors and personnel
- Perform other duties as assigned