



Position Description

Position Title:	Receptionist		
Department:	Administration	Reports To:	Executive Assistant
Classification:	Non-Exempt	Revision Date:	August 2019

Position Overview

Reception:

The Havenwood Reception Office serves as the communication center for the HHH Community and provides coverage 365 days per year at the Havenwood Campus through a pool of full and part-time receptionists. The full-time Receptionists provide evening, weekend and holiday coverage for the Havenwood Reception Office as needed. The Receptionist is responsible for greeting inquirers, families, visitors, residents and staff, answering and routing all incoming telephone calls; mail sorting and handling; key distribution; emergency communications support, Emergency Response System monitoring and support as the first responder; and various clerical functions supporting the Reception and Housing Department operations. In order to provide excellent customer service, the Receptionist will remain at the Reception Desk throughout the shift, if the Receptionist needs to leave the desk, the backup Mail Clerk will provide coverage at the desk.

Compliance Statement:

Complies with all company policies. Reports instances of wrong doing, illegal and unethical behavior that occur at Havenwood Heritage Heights promptly to the Vice President of Human Resources or the President/CEO.

Principle Duties and Responsibilities

Safety:

1. Must be committed to a high standard of safety and be willing and able to comply with all safety laws and Havenwood Heritage Heights' safety policies and rules. Must be willing to report safety violations and potential safety violations to the appropriate supervisory or management personnel.
2. Attends all mandatory in-services.
3. Wears all appropriate protective equipment (PPE) if and when in a situation that such equipment is warranted.
4. Uses proper body mechanics at all times.
5. Wears seatbelts when involved in all HHH related travel.
6. Complies with, supports and enforces Havenwood Heritage Heights' policies involving all safety procedures to also include the proper use of body mechanics, mechanical lifts and infection control.

General Reception duties including but not limited to:

1. Greets residents, visitors, vendors, volunteers and staff in a courteous, professional and friendly manner, with a strong customer service emphasis
2. Efficient and accurate handling of telephone and paging system with prompt and accurate transmission of calls and messages
3. Appropriately responds to emergency situations—maintenance, medical and fire alarms and communicates situations to responsible staff or Concord Emergency Services;
4. Greets inquirers and provides information packet in the absence of Marketing staff, according to established procedures;
5. Occasionally assists with day shift coverage for vacations, sick days, etc. if day schedule can be flexible.
6. Keeps aware of special programs, meetings and events in order to efficiently and accurately direct residents, visitors and staff to meeting and program locations.
7. Assists residents with activity room reservations.
8. Balances cashbox at beginning and end of shift.
9. Maintains Resident Card Directories in a neat and orderly fashion, keeping up to date with daily changes in resident status.
10. Maintains Reception Office Daily Log and inputs changes into Havenwood Change of Status Report.
11. Maintains Guest Cottage services including reservations calendar, sends reservation confirmations. Communicates reservations status with Housekeeping, Home Health and HSC Nursing Supervisor. Maintains waiting list for accommodations as needed; prepares information packets and has keys ready for arriving guests and/or host residents.
12. Occasionally assists with day shift coverage for vacations, sick days, etc. if day schedule can be flexible.
13. Performs clerical duties as assigned by the Executive Assistant.

Emergency Response duties including but not limited to:

14. Responds to maintenance, medical, fire emergencies and alarms and contacts HHH facility staff and Concord emergency services by telephone, overhead paging and radio transmission according to HHH procedures as outlined in the HHH Disaster Plan;
15. Responds to direction from the Health Services Center Nursing Supervisor for evening, weekend and holiday coverage.
16. Contacts Department Heads during the week or Executive On-Call on weekends and holidays to advise of any unusual circumstances that occur in the facility;
17. Responds to Emergency Response System (“ERS”) resident alarms and communicates with HHH responders via telephone, radio transmission and ERS pagers;
18. Inputs data on all new apartment area residents into ERS Computer in the absence of the Housing/Admissions Coordinator.
19. Reports system problems to Vice President of Housing Services and Housing/Admissions Coordinator.

Mail operations duties including but not limited to:

20. Completes timely and accurate distribution of incoming resident and Inter-office mail for Saturday and holiday coverage if mail is delivered, or if mail distribution was not finished during the day shift.
21. Assists with mail forwarding in evenings and on weekends, if necessary;
22. Accurately numbers packages, records package numbers in package log, places package slips in mailboxes;
23. Weighs and meters outgoing resident mail; balances postage meter and prepares monthly summary of postage by department and submits to Financial Services.
24. Assists residents with packages to provide a high quality of Customer Service.
25. Delivers flowers to HSC residents when staff is unable to,

Key System Duties including but not limited to:

26. Assists residents with unit lockouts. Distributes Havenwood Campus keys and contacts appropriate staff for Heritage Heights Campus assistance;
27. Keeps an accurate Key Distribution Log for apartment and administrative keys distributed, tracks key returns, properly replaces borrowed keys into locked key cabinets, and advised Housing Coordinator of any unreturned keys or discrepancies;
28. Ensures all security measures and policy/procedures are adhered to for protecting access to resident apartments, administrative offices, HHH Housing key cabinets and Reception Office Safe;
29. Ensures that HHH Key Cabinet keys are kept in the Reception Office Safe, accessed and returned with each cabinet access and safe is locked at all times.

Competencies

- Reliability
- Friendly
- Professional
- Flexible
- Team Player
- Extraordinary Customer Service
- Greeting Everyone With a Smile
- Relational and Emotional Intelligence
- Resident focus / Resident Rights
- Emergency Procedures
- Interpersonal skills
- Thoroughness
- Time Management
- Outstanding customer service skills
- Organizational skills
- Collaboration and teamwork skills
- Communication proficiency
- Discretion
- Ethical practice
- General Office Procedures

Qualifications and Skills

- High school graduate with experience in a business office, business training preferred
- Excellent organizational skills
- Thorough knowledge of proper office procedures and use of general office machines.
- Must be able to type 50 to 60 words per minute and possess general word processing and computer skills.
- Ability to relate well and deal effectively and compassionately with older persons
- Must be tactful, patient, well-groomed, possess a pleasant personality and speaking voice and deal effectively with the public and staff
- Have integrity, with a sense of responsibility and work well with minimum supervision.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Office functions include the ability to: Read mail addresses, mailbox numbers, data cards and typing; possess auditory and verbal abilities; and sort mail, which includes: lifting packages and mail bins of approximately 20 to 30 pounds without assistance, reaching upwards to 6 feet and reaching to sides and have a 3 foot range of motion in all directions and bend to the floor; must have full elbow, shoulder and back flexion.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Protection of HHH Assets and Resources

Havenwood Heritage Heights' assets are to be used for your job and should be protected. Company assets are meant for business and not personal use. We all have a responsibility to protect and safeguard company assets from loss, theft, misuse, and waste.

These assets include, but are not limited to; the Havenwood Heritage Heights name, company provided credit cards, our various computers, laptops, cell phones, and ancillary equipment; software and software licenses, copy machines and other office equipment, electronic media, and technology.

You should use company assets and funds for legitimate and authorized business purposes. Company property should never be used for personal gain, and you should not allow Company property to be used for illegal activities. If you become aware of theft, misuse or waste of our assets or funds or have any questions about your proper use of them, you should feel free to speak with the Human Resources department. Misappropriation of Company assets is a breach of your duty to the Company and may be an act of fraud against the Company. Taking company property from our facilities without

permission is regarded as theft and could result in the termination of your employment. In addition, carelessness or waste of Company assets may also be a breach of your duty to the Company and could result in dismissal. All Company Assets are to be delivered to the Company promptly when your employment ceases, or at any other time that the Company requests.

Signature

I have read the job description and understand all of the requirements, functions and duties of the position.

Signature: _____

Date: _____