

**BENCO
FRONT DESK ASSISTANT
JOB DESCRIPTION**

PURPOSE

The Front Desk Assistant is the first person the employees, residents and public will see or talk to on the phone or when visiting the Administrative Office. It is important that the employees, residents and public feel welcomed. The Front Desk Assistant duties and responsibilities are to ensure the office is welcoming guests positively and executing all administrative tasks to the highest quality standards. The Front Desk Assistant will answer the phone, direct a person to the appropriate place and perform various job duties to ensure that the administrative office runs smoothly and is clean and organized.

REQUIREMENTS

Education/Experience/Qualifications

- Must be at least 18 years of age.
- Must have a High School Diploma or GED.
- Willing to complete a background check.
- Must have a valid driver's license and your own vehicle with insurance and a good driving record.
- Experience with clerical office routines would be preferred but is not required.
- Must have good typing skills and be fluent in Microsoft office including Excel/Access
- Ability to learn and operate various office equipment such as: fax/copy/scan machines and multi-line phone
- Must be able to interact well with the general public. Have a cheerful disposition and willingness to work harmoniously with other personnel.
- Must have the ability to multi-task and work in a sometimes-chaotic atmosphere.
- Must have good filing skills.
- Must be organized.
- Must be able to maintain confidentiality.

TRAINING

- Complete Pre-Service hiring orientation.
- Successfully complete Bloodborne Pathogen's, Mandatory Reporting Abuse (BBP/RA) and OSHA training.
- Successfully complete CPR/FA training within 30 days of hire.
- Successfully complete the State Core Competency Online training 1-6 within 30 days of date of hire.

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DUTIES

- Present a professional image to the public, greet and welcome guests as soon as they arrive at the office.
 - Direct people to the appropriate person/office area.
 - Monitor visitor sign in log and replace pages as needed, remind visitors to wear masks if needed and sanitize or wash hands.
 - Assist employees, residents and public as needed.
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- Answer, screen and forward incoming phone calls using a multiline phone system.
 - Make copies/faxes and scan paperwork as needed, handle problems with copier, make sure copier always has paper in it.
 - Assist employees with clocking in and out and logging into Therap as needed.
 - Hand out keys to employees as needed.
 - Hand out employee checks on paydays.
 - Hand out applications and explain process as needed.
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- Open, distribute, code mail daily and deliver packages to the appropriate person within the office.
 - Scan and file various filing daily.
 - Maintain various databases daily or as needed.
 - Maintain gas card receipts and gas cards.
 - Maintain Costco card.
 - Assist with scheduling meetings/trainings as needed and maintain office outlook calendar monthly or as needed.
 - Assist with applicant references as needed.
 - Make professional signs for front door when office is closed for events, holidays, when paydays are on a different day, etc.
 - Send out scomm's to employee's when office is closed for events, holidays, when paydays are on a different schedule, etc.
 - Type donation/thank you letters as needed.
 - Type/create certificates as needed.
 - Design flyers as needed.
 - Make green books, cross training packets and multiple program training packets when needed.
 - Take/type meeting minutes at office meetings and office planning meetings or whenever meeting minutes are needed.
 - Type safety meeting minutes monthly.
 - Track employee's signatures on updated/policy changes as needed.
 - Update and hand out employee phone list monthly.

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- Run errands as needed.
 - Order office supplies and put them away when they arrive.
 - Order cleaning supplies and gloves, go to Costco if needed.
 - Organize and hand out the supplies to each program.
 - Order copier supplies and put them away when they arrive.
 - Order flu vaccination vouchers each September.
 - Update and submit summary of emergency plans to the State as needed.
 - Follow up on employee driver's licenses and auto insurance monthly.
 - Handle special projects including overflow work from the administrative employees.
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- Maintain office supply closet, keep it clean and organized.
 - Keep the overall common spaces of the office clean and organized (do dishes, take out garbage, clean up after meetings, keep lobby and meeting rooms clean and neat, restock/clean drink area, etc.)
 - Water all plants in common areas of the building weekly.
 - Close office each day. (Ensure both conference rooms are sanitized in order, chairs pushed in, tables in place, close blinds throughout entire building, empty garbage's if full, close conference room doors, ensure kitchen is clean, ensure all personnel private office doors are closed and locked, all lights are turned off, phone is set to "night" and front door is locked and the alarm is set.)
 - Any other duties as assigned by the Office Manager, Personnel Director, Finance Director or Executive Director.

RESPONSIBLE TO:

The Front Desk Assistant is responsible to the Office Manager.