



## Position Description Receptionist

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*Position Summary: Provide support to individuals seeking services either by telephone or face-to-face. Also, assist community members by receiving/processing donations and providing clerical support to the organization*

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### Receptionist

#### Qualifications:

- High School Diploma or Equivalent (High School student work program acceptable)
- Bilingual preferred
- Must have reliable transportation and current auto insurance as required by the State of Texas

### Essential Duties and Responsibilities

#### Primary Job Functions:

- Maintain a presence at the front desk at all times
- Answer phones and transfer calls to the appropriate parties.
- Greet clients/visitors to the SAAFE House and SAAFE Shoppe Boutique resale shop
- Receive donations from the public.
- Inventory and process donations.
- Maintain cleanliness of the front lobby and bathrooms.
- Work cooperatively with volunteers

#### Program Support:

- Adopt and practice the agency model of open, honest, and ethical communication and communicate effectively with clients, customers, and other staff members
- Attend training approved by the Resale Manager and/or the Community Relations Director to maintain proficiency in job responsibilities
- Attend meetings pertinent to job performance
- Manage and submit documentation of hours worked in accordance with agency policies
- Assist in the creation and maintenance of a job manual specific to the functions and procedures of Receptionists

#### Public Relations:

- Ensure quality customer service in all interactions with the general public
- Attend agency sponsor community events as needed

#### Personal Skills:

- Ability to understand and comply with confidentiality policies
- Requires good verbal and written communication skills
- Ability to handle multiple tasks and prioritize workload
- Ability to organize work area
- Ability to remain calm while coping with crisis situations
- Ability to be flexible and change duties with short notice as needed
- Ability to work independently without supervision

#### Physical Sensory:

- Ability to walk, stand, kneel, push, stoop, reach above the shoulder, bend repeatedly, grasp, pull, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 45 lbs., perceive depth, operate a motor vehicle and operate motor equipment
- Ability to stand for extended periods of time
- Conditions include working closely with others, working alone, working while children are playing close by, working protracted or irregular hours

**Supervisor:** Community Relations Director  
**Work Schedule:** Flexible Shift Work  
**Primary Work Location:** Huntsville Office  
**Status:** Non-exempt, Part-Time

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*The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as exhaustive of all responsibilities, duties, and skills required for the position.*

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Employee Date \_\_\_\_\_

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Supervisor Date \_\_\_\_\_