

EMERALD HEIGHTS

Job Description

Job Title: Receptionist
Department: Administration
Status: Hourly; non-exempt
Reports to: Reception Services Supervisor
Grade: 12

Job Overview: The Receptionist provides the initial introduction to Emerald Heights at the front desk through the phone and by face-to-face contact. As a significant representative of Emerald Heights, the receptionist must be personable and able to handle a variety of communication situations.

DUTIES AND RESPONSIBILITIES

Communications

- Understand all functions of the following: central in-house telephone system; Rolodex; 2-way radio.
- Answer all phone calls graciously and professionally; direct phone calls for Don Scott as instructed.
- Relay all messages completely and accurately to staff and residents.
- Maintain radio contact with drivers taking and picking up residents for medical appointments.
- Update hospital/Corwin Center resident list daily.
- Create and distribute resident status change information via internal e-mail to appropriate distribution list.
- Make reminder calls to residents regarding appointments such as medical appointments and meetings with the CEO or upon special request from staff member (usually Director of Facilities, Director of Environmental Services, Executive Assistant).
- Notify Housekeeping or Facilities of any immediate need, e.g., clean-up in common areas, phone problems, front door not working properly, fireplace problems, etc.

Reception

- Cordially greet all visitors to Emerald Heights.
- Direct visitors to their destination. Arrange for tours with resident hosts upon request as appropriate.
- Assist residents in any way possible.
- Respond to residents' questions, concerns and needs by referring them to proper resources within compliance guidelines.
- Carry out proper procedures for medical emergencies and emergency drills.
- Contribute to daily log by noting concerns and questions as appropriate for follow-up and other reception staff.
- Supply information concerning current job openings. Provide application form for walk-in applicants and call appropriate supervisor for on-the-spot interview, as requested by supervisor.

Guest Room

- Oversee all guest room activity.
- Book all reservations; make appropriate note for future reservation requests beyond the 90-day reservation time frame.
- Distribute guest room keys
- Notify housekeeping supervisor when guestroom is vacated.

- Prepare guest room activity sheet daily for housekeeping use; update as necessary and notify housekeeping of any changes.
- Notify Assisted Living and/or Skilled Nursing when Corwin Center residents have overnight guests.
- Take guest room key to security officer for guests arriving late (after front desk is closed for the day.)

General Responsibilities

- Direct resident requests for copy and word processing projects to Executive Assistant.
- Accept payment for postage, fax transmissions, Entertainment Book sales, employee bid sale items, guest rooms, and guest meals. Give receipts as appropriate.
- Attend regular receptionists' meetings.
- Process residents' monthly statements for distribution and place in mailboxes.
- Sort and distribute incoming mail and packages to residents and staff as needed.
- Complete administrative projects as time allows (e.g., paycheck stuffers, folding monthly calendars, hole-punching Resident Handbook pages before distribution, etc.)
- Distribute keys for: Coffee Shop, Country Store, company vehicles, display cabinets, Fastenal bulb room, employee bid sale room.
- Distribute packages to residents as needed. Place pick-up notice in message boxes of cottage residents as needed.
- Contact residents when priority mail or certified mail arrives. Request signature upon pick-up.
- Handle all items for pick-up, e.g., for printer, messenger, resident-to-resident, guest-to-guest.
- Work with Corwin Center staff as appropriate for priority mail requiring signature of Corwin Center residents.
- Notify residents of floral delivery.
- Keep compliance/privacy issues in mind at all times. Practice compliance policies as related to resident information.

REQUIREMENTS

- Able to read, write and speak fluent English.
- Front desk experience of six months or equivalent customer service experience.
- Warm, friendly, professional telephone voice.
- Clear diction.
- Good judgment.
- Excellent memory for names and faces.
- Knowledge of the entire facility and of the outside community.
- Knowledge of Emerald Heights' emergency procedures.
- Able to give directions to places within and outside Emerald Heights, including Redmond and Bellevue.
- Know staff members and their functions.
- Deal with multiple priorities/demands.
- Courteous and even-tempered with everyone.
- Keep confidentiality.
- Well groomed.
- Regular, predictable, and dependable attendance.

Physical Demands

- Extensive sitting at desk.
- Grasping and handling when writing messages using pen or pencil
- Occasionally may be required to lift and carry packages weighing no more than 5 to 10 pounds.

Working Conditions

- Exposure to bloodborne pathogens: Level III
- Work area is front reception desk.
- May be exposed to drafts from front door.
- Subject to multiple interruptions.

Job Description Change

Every effort has been made to make this job description as complete as possible. However, this job description may be changed without notice when in the best interest of Emerald Heights. When changes are necessary, a written addendum will be added to this job description.

Statement of Understanding:

I have read this job description and understand its contents. I also understand this job description is not intended to be and should not be construed as an exhaustive list of all the responsibilities, skills, efforts or working conditions associated with my position.

I further understand that my employment is at will, and thereby understand that my employment may be terminated at will by Emerald Heights or myself with or without notice.

Employee Signature

Date

Supervisor

Date