

JOB DESCRIPTION RECEPTIONIST

Morning – Part Time - Bilingual
Afternoon – Part Time - Bilingual
Reports to Executive Director

- Answer phones, take messages and relay messages efficiently – get accurate contact information. When Spanish speaking individual presents, communicate in their language.
- Follows protocol for inquiries regarding shelter availability. Follows confidentiality guidelines.
- Answer doors using effective safety procedures.
- Promptly notify staff member when they have a call, appointment or walk-in client who needs services. Initiate the Request for Services form and contact the appropriate staff member.
- Have volunteers sign in on the Volunteer Log. Submit Wesley Shelter Monthly Stat Summary regarding volunteer hours.
- Receive donations, sort when time allows and keep accurate donation records. Record donations on Excel spreadsheet and submit to ED monthly. Photo and send to the ED and Community Educator for thank you note and PR.
- Keep accurate, up-to-the-minute records of which staff members are out of the building, where they are, and when they will return.
- Maintain accurate list of all staff cell phone numbers and contact information.
- Attend staff meetings and staff development when appropriate. Type minutes of staff meetings if Administrative Assistant is not available to do so and submit to ED for approval and e-mail to staff.
- Participate in after-hours sexual assault call response.
- Participate in 20 hours of annual training on domestic and sexual violence, human trafficking, trauma or other topics relative to the agency's mission.
- All other duties as prescribed by Executive Director