Dutchtown South Community Corporation's mission is to advance neighborhood vitality through community empowerment, housing stabilization, and real estate development. DSCC's operated a $200,000 budget in FY 2015 and currently employs two full-time employees and one part-time employee. Our organization's 2016 projects include Pocket Park planning, community facilitation in comprehensive neighborhood planning efforts, affordable housing rental property management and more. For more information, find us on Facebook (Dutchtown South Community Corporation) or visit our website: www.dutchtownsouth.org.

Job Title
Office Receptionist

Reports to
Program Director (DSCC)
Data & Property Manager (DSCC)

Position and Function
This position primarily serves the role of first point of contact, or ambassador, to the public on behalf of the organization, while supporting DSCC staff through daily office reception, light office cleaning and organizing. This position requires that the person in the role has a positive demeanor, exhibits patience and excellent "customer service" skills with all office visitors of diverse backgrounds, is tenaciously detail-oriented, and has the ability to be self-directed once tasks are provided.

The general function of the Office Receptionist is:

- to attend all visitors;
- answer and direct all phone and general email inquiries;
- enter all contact data into Salesforce; and,
- provide information about the organization to the general public

Main Job Tasks and Responsibilities

- Greet all persons entering organization
- Clearly determine purpose of each visit and direct all queries to appropriate staff or external resources
- Offer hospitality to all visitors and meeting participants
- Clean up kitchen after visits or meetings
- Record all visitor and query information in Salesforce, a cloud-based database for managing all DSCC contacts and relationships
- Answer, screen and direct all calls and text messages for two phone lines (one land-line and one Google Voice line)
- Check and record all voicemail messages, and direct messages via email to appropriate staff
- Record all phone call contact information in Salesforce, a cloud-based database for managing all DSCC contacts and relationships

- Ensure knowledge of staff movements in and out of organization
- Monitor visitor access and maintain security awareness
- Provide general administrative and clerical support
- Receive, timestamp and sort mail and deliveries
- Prepare outgoing mail
- File confidential and financial paperwork in an organized manner (alphabetically, by date)
- Copy and collate documents
- Prepare meeting packets
- Prepare conference room for meetings
- Document, manage, and monitor inventory relevant to reception, including supply closet inventory
- Tidy and maintain reception area and conference area
- Water plants in office
- Maintain organization of supply closet
- Open and close office

Education and Experience

- High School diploma or equivalent
- Knowledge of administrative and clerical procedures
- Reception experience
- Keyboard skills
- Experience successfully using Microsoft Office applications, Google applications (Gmail, Google Calendar, Google Drive, etc.)

Key Competencies

- Communication Skills
    - Excellent written skills, including correct grammar and spelling
    - Excellent verbal skills, including confidence and clarity
    - Ability to ask effective questions and discern whether DSCC's scope of work matches queries
    - Active listening and empathy
- Professional and positive personal presentation
    - Hospitable
    - Value of diversity
    - Deal professionally, empathetically and clearly with difficult inquiries
- Data entry and management
- Value of diversity
- Information management
- Organizing and recording
- Attention to detail
- Initiative
- Reliability
- Stress tolerance
- Discernment
- Productivity