



Position Announcement

TITLE: RECEPTIONIST- ON-CALL/CASUAL

DATE: August 14, 2017

LOCATION: Sequoias Portola Valley, 501 Portola Road, Portola Valley, CA 94028

FLSA: Non-Exempt

SUMMARY: Acts as representative for the community and NCPHS to greet and direct visitors, residents, vendors, applicants and others in a courteous, friendly and professional manner. Operates telephone system to receive and direct incoming calls to the proper party.

ESSENTIAL FUNCTIONS:

- Receives visitors, determines nature of visit and directs accordingly.
- Handles multiple-line switchboard, takes and refers messages, operates public announcement system, operates hand-held radio, beepers and paging systems.
- Monitors fire and emergency alarms. Relays messages to emergency personnel and staff.
- Greets in-house residents; provides general information and referrals to inquiries.
- Performs related clerical work such as typing, filing, sorting, distributing memos and flyers for administrative staff.
- Accepts deliveries such as flowers, packages and mail and handles accordingly.
- Completes requests as required for outside services including telephone and other services. May assist by calling vendor or relaying phone numbers on behalf of staff and residents.
- Arranges public room reservations for the community (parlors, auditorium, etc.) and maintains logs.
- Keeps a variety of routine records such as log books, maintenance requests, resident absence records, guest room charge slips, and room keys assignments.
- Performs related work as required.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS:

Effective interpersonal skills to meet and greet community visitors and residents in a positive manner and work cooperatively as part of administrative team. Ability to act with professional demeanor, tact and courtesy in dealing with residents under demanding and difficult conditions. Patience and understanding of the elderly. Excellent telephone manner and proficient English written and verbal communication skills. Basic reading, writing, math and computer skills. Ability to handle busy phone lines, emergencies, pressure, deadlines and multi-task. Ability to perform light typing and clerical duties. Sound judgment skills to assess needs and determine appropriate course of action. Physical agility to reach fire alarm panels, key boxes, and other shelves/cupboards as needed. Physical skills and ability to perform work that requires sitting, walking, stooping, bending and lifting up to 35 pounds.

QUALIFICATIONS:

High school graduation or equivalent. Some public contact experience utilizing skills in public relations and marketing necessary. Bi-lingual skills in Spanish helpful.

SUPERVISORY RESPONSIBILITY: None

APPLY TO: Human Resources Manager by clicking [here](#).