



Position Announcement

TITLE: RECEPTIONIST – ON-CALL/CASUAL

DATE: July 7, 2017

LOCATION: The Tamalpais, 501 Via Casitas, Greenbrae, CA 94904

FLSA: Non-Exempt

SUMMARY: Receives and directs visitors, applicants, sales persons and others to appropriate party. Operates telephone system to receive and direct incoming calls to proper party. Acts as representative for the facility and corporation to greet visitors and residents in a positive manner.

ESSENTIAL FUNCTIONS:

- Receives visitors, determines nature of visit and directs accordingly.
- Handles incoming calls, takes and refers messages; operates paging systems.
- Greets in-house residents; provides general information and referrals to inquiries.
- Performs related clerical work including typing, filing, sorting, distributing mail and data entry for administrative staff.
- Accepts deliveries such as flowers, packages and mail and handles accordingly.
- Keeps a variety of routine records including census lists and resident directories.
- Arranges van rides, cab service and other transportation as needed for residents.
- Maintains a variety of logs including incident reports and wake-up calls.
- Handles emergency calls from residents and nursing staff and directs emergency vehicles (paramedics, coroner, etc.) to appropriate locations.
- Performs related work as required.

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

Friendly and professional telephone manner. Excellent English communication skills. Interpersonal skills to meet and greet facility visitors and residents in a positive manner. Good organizational skills. Multitasking ability to handle busy phone lines, incoming mail and use tact and courtesy in dealing with residents and staff under sometimes trying conditions. Patience and understanding of the aged. Ability to handle emergency calls and to exercise good judgment and consistence when dealing with residents and staff. Familiarity with basic computer operation desirable. Ability to type 40 wpm. Physical skills and ability to perform work that requires continual sitting, standing, walking, stooping, bending and lifting up to 20 pounds.

QUALIFICATIONS:

High school graduation or equivalent.

SUPERVISORY RESPONSIBILITY: None

APPLY TO: Receptionist Supervisor or HR Manager by clicking [here](#).