



Part Time Front Desk Receptionist/Administrative Assistant

FLSA Status: Non-exempt
Work Hours: Part-Time B: 16 – 18 hours weekly

Department: Redeemer Counseling Services
Report to: Front Desk Manager
Date: January 11, 2023

Hours:

- 16 hours a week
- Currently:
 - Wednesday and Thursday: 3pm - 7pm. Friday: 9 a.m. – 5:30 p.m.

To apply please email resume to leona.foxworth@redeemer.com

Job Function:

Receptionist: Greet and answer questions from RCS clients in-person, on the phone and through email. Assist in-person clients with RCS Covid Protocols. Assist staff with routine questions regarding reserving an office, visitors to the floor, etc.

Administrative: Assist with Administrative tasks as assigned by Front Desk Manager and Operations Manager.

Duties and Responsibilities:

1. Provide general information about RCS services. Direct questions to the correct RCS staff as needed.
2. Customer service: Greeting, welcoming and assisting visitors. Directing visitors as needed.
3. Sending timely communications to former RCS Clients as needed and ensuring follow up.
4. Maintain accurate online and paper files including shredding, archiving, and scanning of forms into client portal.
5. Maintenance: upkeep presence of lobby, restocking supplies as needed.
6. Assisting: help administrative staff with tasks as needed.
7. Attend weekly meetings. Attend occasional trainings.
8. Other responsibilities as assigned by the Front Desk Manager.
9. Set up for occasional RCS Workshops including chairs, fans, coffee service and at times catering orders. Assist with guest and staff questions. Assist with clean up.

Knowledge, Skills, and Abilities:

1. Excellent customer services skills
2. Ability to maintain confidentiality
3. Communication skills
4. Ability to adapt to changes and maintain professionalism during crisis or any unexpected situations
5. Ability to work independently and prioritize needs of business
6. Experienced in Google Suite
7. Preferred experience in Survey Monkey
8. Attention to detail and organizational skills
9. Value teamwork and excels in collaboration