

Military & Family Readiness Center Receptionist

Receptionist will receive all M&FRC customers and all incoming telephone calls to determine nature and purpose of visit, and direct/escort customers to specific destinations within the center. Present a friendly welcoming environment at all times and personally greet all customers. Calls should be answered directly as often as possible to avoid calls going to voicemail. When voicemail cannot be avoided, messages will be checked and distributed within two hours of receipt. Organizational email will be checked hourly and messages disseminated within two hours of receipt.

Set up and maintain workshop registrations and will assist customers with accessing on-line registration, to include password reset. Track total number of walk in/call in customers daily and document using current record keeping processes prior to departing at the end of the duty day. Schedule daily one-on-one customer appointments for staff, following current procedures. Complete data entry for workshop attendance, customer statements of understanding, and other utilization data.

Develop, maintain, and update as needed all in-house referral tools such as phone lists, referral databases, front desk referral book, appointment books, etc. Ensure all materials in front lobby are updated and replenished on a regular basis, to include local relocation books. Sort/deliver staff mail daily.

Complete customer transactions such as program voucher issuance, sponsor package dissemination, and equipment check out. Perform quarterly physical inventory of office inventory and report missing damaged items to management within 2 days of inventory completion. Provide minor technical help to Discovery Center visitors to include assistance with printing issues, problems with fax machine, and loaner laptops.

Maintain confidentiality of all individual and family data concerning sensitive, personal or private information made available during execution of his or her duties. May not remove customer information from the M&FRC. All work will be accomplished in a professional, timely and caring manner.

In the event of Emergency Family Assistance Center (EFAC) activation, the receptionist will support EFAC operations by providing reception support during standard duty hours.

Ensure that the workstation and front lobby are maintained in a clean and orderly manner. Serve as a key holder to M&FRC and will be responsible for opening the M&FRC at start of business as well as shutdown M&FRC lobby at the end of the duty day depending on the contractor's agreed upon work schedule.