



ECONOMIC IMPROVEMENT COUNCIL, INC.

JOB TITLE: Receptionist
LOCATION: Administration Office
SUPERVISOR: Section 8 Director
WORKING HOURS: 8:00 a.m. - 5:00 p.m. (Typically)

JOB OVERVIEW:

The Receptionist is responsible for managing front desk operations, including answering telephone calls, greeting clients and visitors, assisting with the application intake process, and performing various clerical duties. This role requires effective communication skills, good telephone ethics, and a working knowledge of office machines.

KEY RESPONSIBILITIES:

Front Desk Management:

- Answer incoming telephone calls and transfer them to the appropriate person or department.
- Greet clients and visitors and ensure they sign in.
- Assist clients with the application intake process as necessary.
- Answer clients' inquiries about programs and services.

Clerical Support:

- Perform clerical duties as needed, which can be managed at the receptionist desk when free from main duties.
- Mail correspondences as required.
- Perform other duties as deemed necessary by the Chief Financial Officer.

REQUIRED SKILLS AND QUALIFICATIONS:

- Pleasant personality
- Effective communication skills with clients, visitors, and staff
- Good telephone ethics and skills

- Ability to respond to telephone inquiries appropriately
- Good computer skills
- Working knowledge of office machines

EDUCATION AND EXPERIENCE:

- High School Diploma
- Minimum of 12 months experience in a similar role

Signature: _____ Date: _____

Updated 7/2024