

FY20 Job Description

Position Title: Receptionist & Client Liaison - Evening

Reports to: HR & Support Supervisor

Hours: 18/week: Monday through Thursday, 4pm to 8:30pm

Position Overview: Beverly Bootstraps Community Services, Inc. is committed to providing a safe, welcoming facility to clients, volunteers, staff and donors at its main office 35 Park Street. The Receptionist & Client Liaison should be an approachable, confident individual who will be responsible for overseeing all aspects of the front desk during the position hours.

Skills Desired: Excellent human relations, high level of organization and communication abilities. Patient and conscientious. Excellent analytical and problem solving skills. Familiar with use of office equipment. Able to work with little to no supervision. Excellent clerical and computer skills. Knowledge of Microsoft Word & Excel and Google email & calendars preferred. Availability to occasionally cover morning shift (8:15am to 1:00pm) for absent staff a plus.

Position duties and responsibilities include, but are not limited to:

- Greet all incoming visitors; direct to appropriate staff or program
- Provide resource info to clients, including cross-selling Beverly Bootstraps' programming
- Answer phones and forward calls to appropriate staff; assist callers with information about Beverly Bootstraps; buzz in students to Education floor when Education front desk is unstaffed
- Assist donors to weigh in food donations; accept other in-kind gifts, as well as monetary donations
- Oversee visitor, client and volunteer access via sign in/out logs; monitor security cameras; ensure building safety to include locking doors and arming security system at end of day
- Control food pantry take-a-number system for evening distribution
- Provide clerical administrative support to all staff as needed, including mailings
- Manage agency calendar, schedules, conference rooms and closing signs; publish weekly program activity sheet
- Enter thrift shop sales data by department into Excel files daily within position hours.
- Assist thrift shop with counting daily cash.
- Adhere to the Beverly Bootstraps Written Information Security Plan and Procedures
- Comply with all policies & procedures as outlined in the Employee Handbook
- Be warm and caring in all relations, and do what it takes to make our community better by positively impacting lives; proactively seek to understand and support the mission of Beverly Bootstraps and prioritize the "whole" organizations' function and needs
- Other duties as assigned.

Desired Minimum Qualifications:

- Education: Graduation from two-year college program or more.
- Experience: At least two years of related work experience
- OR: An equivalent combination of education and experience.
- Successful CORI check.

Primary Physical Requirements:

Candidate will need to regularly lift up to 35 pounds of materials. Sometimes candidate will be required to lift and move up to 50 pounds; hand dolly is available. Long periods of computer use may be necessary. The ability to hear, talk, walk, sit, bend, reach, grasp and lift is required for this position. Manual use of a calculator, telephone, copier, printer, postage meter and facsimile machines is necessary.

Statement of Non-Discrimination:

Beverly Bootstraps believes that one of the great strengths of community is the rich diversity of its residents in race, religion, national origin, ethnicity, gender, sexual orientation, gender identity and expression, marital status, age, height, weight and physical ability. Beverly Bootstraps affirms publicly its moral and legal commitment to a policy of equal opportunity and non-discrimination in employment.

Beverly Bootstraps Community Services, Inc.
35 Park Street, Beverly, MA 01915
978-927-1561

By signing and dating below, I acknowledge that I have received a copy of this job description and agree to fulfill the job requirements to the best of my abilities.

Date: _____

Name: _____

Signature: _____