

# NORMANDIE RIDGE

an Albright Care Services Retirement Living Community

**POSITION**  
51-111(17)

**AUGUST 8, 2017**

**TITLE:** Receptionist

**DEPARTMENT:** Administration

**SUPERVISOR:** Executive Assistant

**SHIFT:** 4:00pm – 8:00pm

Part time 16.5 hours/week

**LOCATION:** Normandie Ridge

Includes every other weekend (1<sup>st</sup> shift)

**BRIEF DESCRIPTION:** Acts as receptionist for Normandie Ridge. Provides secretarial support to the Senior Management Staff as directed by the Executive Assistant.

**PRIMARY RESPONSIBILITIES:**

- Greets visitors in a pleasant and courteous manner at Information Center and contacts appropriate personnel to meet visitors in the receptionist lobby to escort them to the appropriate area.
- Answers and accurately directs incoming telephone calls for Normandie Ridge in a timely, courteous and professional manner and/or takes messages as needed.
- Manages facility calendar, schedules meeting rooms, prepares room request forms, and provides forms to appropriate department heads. Makes reservations, completes contract and accepts payment for guest suite and cottage.
- Schedules resident transportation in an effective manner. Maintains communication between the facility and the Transportation and Environmental Services Departments via use of mobile phone and/or portable radios.
- Sorts and prepares incoming and outgoing mail and deliveries for residents and personnel. Sends resident mail as directed to POAs for personal care and nursing care center.
- Accepts payments for Garden Apartments, Personal Care, and Nursing Center and sends to appropriate billing person. Makes change and sells stamps
- Assists staff and residents in making copies. Maintains copier and postage machines, including ordering postage when necessary and notifying appropriate vendor for repairs
- Maintains resident phone list as well as POA list for nursing and personal care.
- Assists with orientation scheduling and new hire paperwork.
- Assists with the preparation of letters, memos, reports and mailings as directed by the Executive Assistant.

**QUALIFICATIONS:**

- High school graduate or equivalent in training and experience.
- Ability to effectively communicate verbally and follow oral and written instructions.
- Ability to operate in an efficient manner, office equipment including but not limited to telephone, computer, photocopier, fax machine. Basic computer skills necessary.
- Exceptional customer service skills.
- Must be flexible and able to handle interruptions.
- Ability to maintain accurate records, filing system.
- Must possess a genuine concern for the elderly.

**PHYSICAL DEMANDS:**

- Occasional lifting up to 25 pounds.
- Potential exposure to communicable disease.
- Sitting 75%, standing and walking 25% of the time.