

United Way of Central Florida Job Description

Position Title: Receptionist
Current Incumbent:

Department: Success By	FLSA Classification: Non-exempt / Hourly
Location: Family Fundamentals	EEO Classification: Administrative Support
Supervisor: Program Director of Family Fundamentals	Status: Part Time

Summary: To deal with inquiries and perform a wide range of support services and administrative duties for the United Way of Central Florida's Success By 6 Parent Resource Center, Family Fundamentals.

Essential Duties and Responsibilities include the following. Other duties may be assigned to meet business needs.

- Operate a multi-line phone system and greets and assists all visitors
- Direct visitors to appropriate rooms and/or activity in which they are attending
- Receive and sign for deliveries
- Enter data into ANDAR and the Family Fundamentals Database and perform needed account maintenance
- Miscellaneous duties as needed: mail, typing, photocopying, filing, etc.
- Sanitize and organize materials and furniture nightly
- Regular attendance is a requirement of this position
- Must follow all organizations policies, practices, and procedures
- Participate in proactive team efforts to achieve departmental and company goals
- Provide leadership to others through example and sharing of knowledge/skill
- Perform other duties as assigned

Qualification/Requirements:

- Ability to read and interpret documents. Ability to write simple correspondence. Ability to present information in one-on-one and small group situations to customers, clients and other employees within the organization.
- Ability to calculate simple mathematical concepts.
- Ability to solve problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form
- Strong data entry skills
- Basic personal computer skills including e-mail, recordkeeping, routine database activity, word processing, spreadsheet, graphics, etc.
- Excellent customer service and time management skills
- Ability to handle multiple tasks simultaneously

Education/Training/Experience

High school diploma or general education degree (GED).

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Physical Demands:

Moderate physical activity performing somewhat strenuous daily activities of a primarily administrative nature. Includes sitting and/or standing for extended periods of time with the ability to lift up to 25 lbs.

Manual dexterity sufficient to reach/handle items, works with the fingers and perceives attributes of objects and materials.

Travel Demands: Must have reliable transportation

Disaster Response: Every United Way of Central Florida employee is a disaster response worker and is expected to work any time when the Polk County Emergency Support Function (ESF) is activated. It is expected that all employees will work in their disaster response roles as assigned after they have assessed the welfare of their families and the safety of their own surroundings.