



JOB TITLE: ADMINISTRATIVE ASSISTANT I (FRONT DESK)
FLSA STATUS: Non-Exempt
SALARY RANGE: \$14.15 - \$18.40 Hourly
STATUS: Full-time
REPORTS TO: Executive Administrative Assistant

PRIMARY PURPOSE OF JOB

This is an entry-level position responsible for receptionist duties. The receptionist will provide the first line of excellent customer service to all patrons calling or visiting the office of Abilities First. This includes providing support activities to Abilities First to ensure that visitors, phone calls, and documents are directed to the appropriate staff. This position will also be responsible for maintaining a clean and professional office environment.

This description may not include all of the duties, knowledge, skills, or abilities associated with this position.

ESSENTIAL FUNCTIONS AND PERFORMANCE AREAS

General Duties and Responsibilities

- Greet visitors and assist them as needed. Ensure all visitors sign in and out.
- Maintain cleanliness, organization, and ambiance of reception area, which may extend to other areas of the building as assigned.
- Answer phones, review voicemail and distribute voicemail messages to the appropriate employee in a timely manner. May cover phones for all programs.
- Ensure the phones are turned over to voicemail when the office is closed; including holidays and when the inclement weather policy is implemented.
- Maintain knowledge of Management/Director on call and route communication to appropriate staff as needed.
- Make daily announcements for office closing and other announcements as needed.
- Monitor incoming faxes and distribute to appropriate staff.
- Meter and prepare outgoing mail and distribute incoming mail.
- Assist with scheduling and preparing the Conference Rooms as needed for Board Meetings, Conferences, and Trainings.
- Assist Directors of Abilities First with projects as needed.
- Prepare, log and submit incoming provider summaries for Next Step program.
- Assist Executive Administrative Assistant with any preparation needed for Board Meetings
- Will serve on Committees as assigned.
- Other duties as assigned by supervisor.
- Attend staff meetings concerning new or revised policies and procedures and implement new information accordingly.
- Light lifting required. Extensive sitting.
- Must be able to pass a background screening.
- Must have a valid Missouri driver's license, an acceptable driving record, and auto liability insurance or other reliable transportation that meet the requirements set by Abilities First to attend meetings in locations other than at the Abilities First office as assigned.
- Must have either a reliable broadband internet service provider or hard-wired (no cell/satellite) high speed internet with internet speed at *no less than 15 mbps* in order to work remotely from home with provided laptop and office equipment.

KNOWLEDGE, SKILLS AND ABILITIES

- This position demands good physical and mental health.
- Must be able to move continuously for 2-3 hours at a time and be able to lift and/or carry 50 to 75 pounds.
- Must also be able to sit for several hours at a time while completing receptionist duties.
- Ability to communicate effectively, both orally and in writing.
- Ability to operate phone systems, copy machines, computer software, and other office equipment.
- Ability to establish and maintain effective working relationships with associates and supervisors.
- Working knowledge of HIPAA guidelines, practices and exceptions.
- Ability to identify potential abuse and neglect situation and follow protocol according to all applicable regulatory requirements.
- Ability to problem solve situations that may arise in reception, following policy and procedures as related to safety and security of the building, staff, and visitors.
- Ability to establish effective working relationships with co-workers and the public.
- Ability to bend, sit, stand, and stoop.
- Demonstrates professional work ethic.

CORE COMPETENCIES

- Adaptability – Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.
- Continuous Improvement – Originating action to improve existing conditions and processes; identifying improvements opportunities, generating ideas, and implementing solutions.
- Contributing to Team Success – Actively participating as a member of a team to move the team toward the completion of goals.
- Decision Making – Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.
- Engagement Readiness – Demonstrating a willingness to commit to one's work and to invest one's time, talent and best efforts in accomplishing organizational goals.
- Planning and Organizing – Establishing courses of action for self and others to ensure that work is completed effectively.
- Quality Orientation – Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.
- Technical/Professional Knowledge and Skills – Having achieved a satisfactory level of technical and professional skill or knowledge in position-related area; keeping up with current developments and trends in area of expertise.
- Leadership Disposition – Demonstrating the traits, inclinations, and dispositions that characterize successful leaders; exhibiting behavior styles that meet the demands of the leader role.

EDUCATION, TRAINING AND EXPERIENCE REQUIREMENTS

- A High School diploma or its equivalency
- Experience with Microsoft programs preferred

PHYSICAL CONTEXT AND WORK ENVIRONMENT

Reasonable accommodations may be made to enable individuals with disabilities to perform essential job duties

| Physical Requirements | Percentage of Work Time Spent on Activity | | | |
|--|---|--------|--------|---------|
| | 0-24% | 25-49% | 50-74% | 75-100% |
| Seeing: Must be able to see to read documents/reports and focus on computer for an extended period. | | | | X |
| Hearing: Must be able to hear well enough to communicate with coworkers and general public. | | | | X |
| Sitting: Must be able to sit for long periods of time. | | | | X |
| Standing/Walking: Must be able to move about the work area. | X | | | |
| Climbing/Stooping/Kneeling: Must be able to stoop or kneel to pick up items off the floor and filing in a bottom drawer file cabinet. | X | | | |
| Lifting/Pulling/Pushing: Must be able to lift 20 pounds with or without reasonable assistance. | X | | | |
| Driving: Must be able to drive locally for work-related assignments. | X | | | |
| Grasping/Feeling: Must be able to type, handle documents, and use equipment and electronic devices. | | | | X |

- The work environment is usually a well-lighted, environmentally controlled indoor environment with moderate level of noise.
- Works in an office environment with the option for some remote work
- Abilities First offers a flexible schedule and relaxed environment

The statements herein are intended to describe the general nature and level of work being performed but are not to be seen as a complete list of responsibilities, duties, and skills required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Employee Signature

Date

Revised 9-9-14; revised 1-28-15; 12-5-15; 6-3-16; 5-25-17; 4-11-18; 1-31-19; 10-5-20; 07-25-2021, 07-14-2022; 10/20/2023