

Position Title:	<b>Receptionist</b>	Department:	<b>Administration</b>	
Reports to:	<b>Executive &amp; Board Assistant</b>	Classification	Exempt <input type="checkbox"/>	Non Exempt <input checked="" type="checkbox"/>
Date:	<b>July 2019</b>	Supervises:	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

*VOLUNTEERS OF AMERICA WESTERN WASHINGTON is a private, not-for-profit human service agency serving the needs of families, seniors and the disabled in Western Washington. Our successful track record of supporting those we serve and being on the leading edge of new and innovative programs makes us a leader among human service agencies in Western Washington. Come be a part of what we do and make a difference every day!*

**WE OFFER:**

COMPETITIVE SALARY  
UP TO 200 PAID TIME OFF HOURS PER YEAR  
MEDICAL & DENTAL  
403(B) RETIREMENT  
FLEX SPENDING ACCOUNT and more....

**General Function:**

The Receptionist is responsible for professionally attending to visitors, handling and directing incoming phone calls, and providing information regarding the organization to the general public, clients and customers. Additional duties include switchboard management for staff, processing mail and other correspondence, operating copy & fax machines, assisting with upcoming meetings and meeting preparation.

**Principal activities:**

- Answer, screen and direct incoming phone calls, take messages, and provide information to callers
- Greet persons entering the agency, assess immediate needs and direct to proper program or transfer to North Sound 211 for further information
- Monitor visitor access and maintain security awareness
- Process daily outgoing mail, and receive and sort incoming mail and deliveries
- Organize training and meeting room reservations
- Place Staples orders
- Ship out FedEx, UPS and other packages
- Make copies for various program services, as needed
- Assist Executive Assistant with meeting notifications and materials
- Provide general administrative and clerical support
- Control inventory relevant to the reception area
- Other duties as assigned

**Qualifications:**

- High School diploma plus two years previous office and computer experience required, AA degree preferred
- Excellent customer service skills and interpersonal skills
- Strong verbal and written communication skills

- Reliability and stress tolerance required
- Ability to exercise good judgment, be compassionate, confidential and work with vulnerable & diverse populations
- Information management and attention to details
- Ability to work independently
- Competence in MS Office required, especially Word, Publisher, Power Point and Excel, any other software expertise is a plus
- Commitment to the agency's mission and objectives

**Physical Demands & Working Conditions:**

The physical demands here are representative of those that must be met by an employee in a business office environment to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

1. While performing the duties of this job, the employee is frequently required to read, speak, stand, walk, sit, answer the phone and use a computer keyboard and monitor.
2. Must be able to effectively communicate with co-workers and customers.
3. Must be able to reach above head and perform repetitive movements.
4. May be required to lift items up to 30 lbs. consistent with a regular office environment.

If you wish to apply for this position, please email your cover letter and resume to:

[recruiter@voaww.org](mailto:recruiter@voaww.org).

*Volunteers of America provides equal employment opportunities to all employees and applicants for employment without regard to race, sex, age, sexual orientation, marital status, color, creed, religion, national origin, disability, disability or status as veteran or special disabled veteran, use of trained guide dog or service animal by a person with a disability. We are in accordance with applicable federal laws and in compliance with the Americans with Disability Act, to include HIV Aids and other communicable diseases covered under the Act. Additionally, the agency complies with applicable state and local laws governing non-discrimination in employment.*