POSITION DATA

JOB TITLE: Receptionist  
DEPARTMENT: Buildings & Grounds  
REPORTS TO: Facilities Office Manager

POSITION OVERVIEW
The Receptionist manages the reception area. This position is expected to interact positively with all telephone callers, visitors, colleagues, and other building employees coming to the reception area.

ESSENTIAL FUNCTIONS
- Answers all calls and general questions with a warm and positive attitude and directs all incoming calls to appropriate staff.
- Greets all visitors to the organization, has them sign into the daily sign-in sheet, and announces their arrival to the intended party.
- Handles all requests for sending packages via messenger or UPS/FEDEX. Maintains a log of all incoming and outgoing packages by carrier. Calls the messenger service to pick up packages. Ensures that outgoing UPS/FEDEX packages are picked up by the carrier. For incoming packages, notifies the intended recipient for pick up from the reception area.
- Notifies staff members of any other deliveries and accepts deliveries on their behalf as needed.
- Mail Operations: Receives all mail from USPS personnel, sorts accordingly.
- Assists with notifying building security of expected guests; enters guests’ names and meeting times in building visitor tracking system.

OTHER RESPONSIBILITIES
- Assists the Facilities Office Manager as needed
- Provides administrative support to other departments.
- Ensures professional appearance of reception area.
- Provide additional support as needed to team leads on various ad hoc requests, including Anniversary commemorations, special events, VIP visits.
- Assist the Office of the President with Board meeting preparation

QUALIFICATIONS/SKILLS REQUIREMENT
- Minimum of one year of office administration experience
- Energetic individual with a proactive customer-service attitude
Demonstrate an ability to work and think independently and possess the ability to interact well with a wide range of people of all levels within and outside the organization.

Highly motivated, organized and with a high attention to detail.

Strong attention to detail and ability to multi-task.

Proficiency with MS Office is required.

**HOW TO APPLY**

- Include job title in the email subject field.
- Please indicate the location where job posting was seen.
- Please submit a resume to 911mmbgjobs@911memorial.org
- Please visit our website at www.911memorial.org.

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

The physical demands and work environment described in this job description are representative of those that the employee will encounter and are expected to meet to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to see, be mobile, and have the ability for 2-way communication with the public and staff.

The work environment is an indoor, climate-controlled office environment comprised of cubicles, walled-offices and group conference rooms. The noise level in the office environment is usually low. There are no protective devices necessary to be worn or utilized in the office work environment.

- This job description is a descriptive list of the responsibilities and qualifications associated with this position and are not intended to be all inclusive. Employees are expected to also perform other business related duties as assigned by the supervisor or other management.
- The organization reserves the right to change, modify, or reassign job responsibilities, duties and scheduled work hours as per business needs.
- This document is a communication tool and not intended as a written or implied contract of employment.