



POSITION: RECEPTIONIST

JOB DESCRIPTION:

The receptionist serves visitors by greeting, welcoming, and directing them appropriately. Whether on the phone or in person you'll be the first point of contact with clients, potential clients, volunteers, donors, and the general public. We are looking for a receptionist with a pleasing personality and customer service attitude to manage our front desk. Someone who loves interacting with people, putting them at ease and solve their problems. Reports to the Controller.

JOB DUTIES & RESPONSIBILITIES:

- Manage front office operations and assist in the client database.
- Provide administrative support to all departments within Meals on Wheels North Central Texas.
- Receive and respond to client requests.
- Be able to multitask while remaining calm in a fast paced environment.
- Procure office/cleaning supplies in keeping with policies; assist with nutritional supplement orders
- Participate in training and continuing education as related to position.
- Operate telecommunication systems by monitoring and forwarding messages.
- Recognize the inherent dignity of each client/participant served and preserve his/her right to confidentiality and respect.
- Abide by the policies and procedures of the Board of Trustees of Meals on Wheels North Central Texas as implemented by the Executive Director.
- As needed, fill in as Logistics relief for home delivered meal service: driving and delivering meals, packing side food items, washing fleet vehicle, and receiving/storing weekly food deliveries. Approximate time estimate: 15-20%
- Participate on assigned team of facility cleaning and other duties when needs arise.

QUALIFICATIONS:

- Excellent communication and interpersonal skills including prior experience in Microsoft Office.
- Possess a community service mindset.
- High school diploma or GED, college experience / degree preferred; work experience may be substituted for college degree.
- Texas driver's license.
- Ability to handle office equipment (telephone system, printer, fax machine and folding machine)

PHYSICAL & COGNITIVE DEMANDS

This position is generally set in a comfortable office environment, however, it may occasionally require outside of office work. It requires seeing, hearing, sitting and walking on a daily basis. It may require bending and lifting 25 pounds on an infrequent basis. Donor/client/volunteer field work may occur during or after business hours and it requires talking, writing, driving in inclement weather, walking on uneven surfaces and standing for upwards of 30 minutes straight, depending on the situation.

ABOUT MEALS ON WHEELS NORTH CENTRAL TEXAS

Meals on Wheels North Central Texas is a community-based organization focused on helping homebound elderly and disabled persons remain independent and healthy in their homes by providing nourishing meals, a friendly visit, and a safety check.

We are an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.