



POSITION TITLE: Receptionist/Administrative Assistant

REPORTS TO: Facilities Specialist

POSITION DESCRIPTION:

The Receptionist/Administrative Assistant has the following primary responsibilities:

- 1) Create a customer-focused atmosphere for all participants and guests.
- 2) Provide clerical and administrative support to the President/CEO, Board of Trustees and various departments as needed.
- 3) Answer a busy, multi-line switchboard.
- 4) Answer basic questions about BRIDGES programs.

This position is full-time, regular and non-exempt.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

1. Normal working hours are 8:00 am – 5:00 pm, Monday – Friday. The Receptionist/Administrative Assistant must be at the reception desk ready to answer calls and greet visitors at 8:00 am.
2. Provide exceptional customer service with a smile; welcome all guests and participants by greeting them and directing them to the proper meeting space. Notify staff of visitor arrivals.
3. Ensure that risk management procedures are followed. Exercise due care to maintain safety and security for participants, guests, staff and facilities.
4. Answer incoming calls on multi-line switchboard, determine nature of business and transfer to appropriate staff members; provide general program information when applicable; retrieve and forward messages left after hours. Update and change the phone greeting to reflect holiday and other closing events.
5. Return phone calls and schedule meetings as directed for the President/CEO.
6. Retrieve, sort and distribute incoming mail and packages on daily basis; post and mail outgoing mail and packages on daily basis.
7. Troubleshoot and maintain the operational status of the postage meter. Generate monthly postage meter report for accounting.
8. Maintain calendar for small conference room usage and reserve small conference room as requested. Coordinate with BRIDGES staff to be prepared for onsite meetings and events.
9. Notify and remind board members of Board of Trustees bi-monthly, committee and ad hoc meetings. Track attendance confirmations received from board members.
10. Create meeting agendas with input from President/CEO. Collect board meeting materials and email PDF versions to board members one week in advance of meeting.
11. Copy and assemble materials for meetings as requested. Arrange catering if requested and ensure proper room setup for meetings.

12. Record minutes of board meetings digitally and submit in writing to the President/CEO for approval.
13. Perform troubleshooting assistance as needed.
14. Attend designated staff meetings and events.
15. Keep reception area neat and call for clean up when necessary.
16. Other reasonable duties as assigned by any of the BRIDGES management team.

MINIMUM QUALIFICATIONS:

1. Associate Degree in business or administration preferred; or a combination of education and a minimum of three (3) years of experience as a receptionist and/or administrative assistant in a busy, fast-paced office environment.
2. Demonstrated ability and aptitude for duties and responsibilities.
3. Good verbal communication, interpersonal and leadership skills.
4. Effective written communication with particular attention to proper grammar, spelling and punctuation.
5. Ability to maintain a high degree of accuracy and professionalism with strong attention to detail; ability to keep confidential information confidential.
6. Must have excellent computer skills and experience using Microsoft Office software.

ADDITIONAL KNOWLEDGE AND STRENGTHS:

1. Strength in developing and maintaining positive working relationships where open communication exists; ability to communicate effectively with a wide range of individuals from a diverse community including participants, program partners, stakeholders, BRIDGES staff and the general public.
2. Flexibility and ability to schedule work load; strong planning and organizing skills; ability to work with minimal supervision.
3. Detail oriented with ability to multi-task and maintain high work quality.
4. Values and practices quality improvement and works well in a team setting.
5. Possesses a genuine interest, knowledge and passion for working with a diverse population of adolescent youth and adults so that their unique assets are recognized and developed.
6. Values diversity and seeks out opportunities for self, staff, volunteers and program participants to interact and learn in diverse settings.
7. Previous executive administrative support experience would be helpful.
8. Must possess a valid drivers' license if personal vehicle is on BRIDGES property and show proof of liability insurance coverage as required by the laws of the State of Tennessee and as outlined in the BRIDGES Employee Handbook.

WORKING CONDITIONS:

1. Work is performed onsite at the BRIDGES Center as well as offsite locations.
2. At times, the lobby area can be noisy when large groups of youth are moving through the area.

PHYSICAL DEMANDS:

1. While performing the duties of this job, the employee is frequently required to sit, stand, walk, talk, hear and see.
2. The employee is required to use hands and fingers to operate, handle, or feel objects, tools or controls; and reach with hands and arms.
3. Requires ordinary ambulatory skills sufficient to visit departments at BRIDGES Center and offsite locations.
4. Requires excellent communication skills, both verbal and written.
5. Specific vision abilities required by this job include close vision and the ability to adjust focus.
6. The employee must occasionally lift and/or move up to 20 pounds unassisted; lift and/or move up to 45 pounds with assistance.

In compliance with applicable law, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

EOE – M/F – V/H

I certify that there is nothing that would prevent me from performing the duties as outlined above.

I understand that my position and continued employment depend on the availability of funding.

Employee Signature

Date

Employee Printed Name

VP of Finance/CFO

Date

Revised 4/24/17