



Riverwood Square

ADMINISTRATION MANUAL			
SUBJECT: Job Description Receptionist			PAGE: 1 of 3
DEPARTMENT: Administration		EFFECTIVE: November 2010	

Position Title:

Receptionist

Position Summary:

The Receptionist is responsible and accountable for the reception duties of The Landing and Harmony Court. They shall handle the day to day front desk activities using a hospitality customer approach. They shall be responsible for receiving and completing initial handling of mail; assigned correspondence; some marketing and bookkeeping activities as assigned by the Office Coordinator.

Responsible to / Reports To:

Office coordinator

Qualifications:

- **Education**
 - High school diploma or equivalent required.
 - Computer literate in Microsoft Word, Excel, Office, and other software required.
 - Knowledge of Telephone Switch Board Systems
- **Experience**
 - Life and work experience in working with older adults preferred
 - Previous Experience in hospitality or customer service position an asset
- **Knowledge, Abilities and Skills / Key Competencies**
 - Effective written and oral communication skills in English
 - Ability to work independently and safely with minimal supervision
 - Must be flexible and able to adapt to change on a day to day basis
- **Criminal Record check required (including Vulnerable Persons / Abuse registry check)**

Position Duties and Responsibilities:

1. Quality Resident Service

- Greets residents, visitors, employees and persons doing business with The Landing and Harmony Court with hospitality and warmth, recognizing they are the first contact with the company and an integral person in maintaining The Landing and Harmony Court's market share.
- Manages the switchboard fielding and directing calls.
- Maintains office duties as required
- Prepares spreadsheets as required.
- Prepares reports and correspondence as required
- Receives and initially handles all incoming mail
- Prepares and copies documents as assigned.
- Documents and reports request for maintenance to the appropriate source
- Maintains the reception area in an uncluttered welcoming manner.
- Ensures marketing material is displayed and available as directed by the Office Coordinator.

2. Environmental Services

- Provides a safe environment for the residents by ensuring adherence to workplace safety and health regulations as well as site policies and guidelines.

3. Social Environment

- Participates in and encourages meaningful social and recreational activities, respecting individual choice.

4. Health and Safety

- Provides a safe environment for the residents by ensuring adherence to workplace safety and health regulations as well as site policies and guidelines.

5. Administrative

- Adheres to provincial and federal regulations, as well as site policies and guidelines, regarding confidential and personal information.
- Communicates (both verbally and written) to the appropriate staff member/supervisor all relevant information regarding the resident and/or family as well as environmental concerns
- All staff are responsible for ensuring the safe, economical and efficient use and maintenance of resources, equipment and supplies.
- All staff must adhere to site policies and procedures.

6. Interpersonal Skills

- Uses a respectful, courteous, caring, understanding and empathetic approach to guide their words, actions and attitude.

- Promotes the site in a positive manner demonstrating a commitment to its service excellence.
- Builds and maintains friendly, reciprocal and warm relationships with individuals and groups
- Assists residents in a manner that preserves dignity and promotes independence.
- Listens, understands and responds appropriately when interacting with the resident, resident's family and visitors
- Works effectively within a team environment
- Works collaboratively with supervisory/management staff.

7. Continuing Education

- Assumes personal responsibility for maintaining and enhancing current skills.
- Shares learned knowledge and skills with peers.

8. Other duties

- Other duties as assigned