



Receptionist

Action for Children

As the first point of contact for the agency, this individual must demonstrate customer focus and convey an atmosphere of professionalism. The candidate must have superior communication skills, the ability to multi-task, and attention to detail. Regular and consistent attendance is mandatory. Specific duties include, but are not limited to:

Duties:

- Acts as agency liaison to the community, establishing positive first impressions and encouraging continuing favorable interaction
- Greets all visitors in a prompt, professional and courteous manner (in person & on telephone), with attention to being culturally responsive
- Answers all inquiries and refers as appropriate
- Directs visitors by maintaining employee and department directories; giving accurate, detailed instructions
- Handles mail, including coordinating the pick-up & delivery of express mail services (FedEx, UPS, etc.)
- Stocks, monitors and orders office and building supplies
- Performs routine upkeep of office machines and initiates repair calls
- Coordinates scheduling of conference rooms
- Assists with a variety of administrative duties (typing, data entry, preparing reports, photocopying, etc.)
- Maintains safe and clean reception area by complying with procedures, rules, and regulations and monitoring reception logs
- Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs
- As part of the Operations Team, assist with a variety of operations or building duties (communication with building maintenance vendors such as HVAC vendor, cleaning company vendor, building maintenance, etc.)

Qualifications/Requirements:

- High school diploma or equivalent
- Previous experience in an office environment
- Excellent communication skills
- Demonstrated customer service ability
- Ability to maintain a professional demeanor under pressure
- Attention to detail; ability to work in fast paced environment without sacrificing accuracy
- Ability to multi-task and prioritize
- Must be punctual and consistently available to carry out front desk duties according to schedule
- Proficiency with MS Office suite and other office technology
- Familiarity with data base systems
- Ability to speak Spanish strongly preferred

How to Apply:

Interested individuals should send a resume and cover letter outlining how they meet the specific requirements of the position to Human Resources, Action for Children, 78 Jefferson Ave., Columbus, OH 43215 or jobs@actionforchildren.org. No phone calls please. Action for Children is an equal opportunity employer.

While we sincerely appreciate all applications, only those candidates selected for interview will be contacted. Please note, the selected candidate will be required to submit to our background and reference checking process.