

Position Title: Receptionist/Office Clerk

FLSA Status: Non-exempt

Reports to: Administrator

Department: Vernon Manor

I. Position Summary

This position description has been prepared to assist in evaluating duties, responsibilities, and skills of the position. It is not intended as a complete list of specific responsibilities and duties, nor is it intended to limit duties to those listed.

The position performs secretarial, clerical and administrative support in order to ensure that services are provided in an effective and efficient manner

II. Essential Duties and Responsibilities

- Follows administrative procedures as established.
- Types, files and distributes correspondence as directed.
- Answers main telephone for facility, directing calls to proper individuals, relaying telephone messages and fax messages.
- Ensures outgoing mail is ready for pick-up.
- Sorts and distributes incoming mail.
- Gives directions/information to visitors, guests, residents, sales representatives, etc.
- Assists with administrative duties as directed.
- Maintains CONFIDENTIALITY of all pertinent resident care information to assure residents rights are protected.
- Assures that work assignment areas are clean
- Promote positive working environment to staff, residents, guests, and customers.
- Strong customer service skills.
- Other related duties as may become necessary or as directed by the administrator.

III. Related Job Functions

- Performs related work as required or directed.

IV. Physical Demands

- Sits, stands, bends, lifts, and moves intermittently during working hours.
- Works in well-lighted/ventilated office areas.
- Is subject to frequent interruptions.

- Is willing to work beyond normal working hours, and in other positions temporarily, when necessary.
- Attends and participates in mandatory in-services.
- May be subjected to infectious disease, substances, contaminated articles, etc.
- Communicates with nursing personnel and other department personnel.
- Is able to move intermittently throughout the day.
- Is able to speak the English language.
- Is able to operate office, business and accounting machines and equipment.

V. Education and Training Requirements

- Training with computers and office equipment required.
- Access to reliable transportation.