Reports To: Clinical Director

Serves visitors by greeting, welcoming, and directing them appropriately. Notifies company personnel of visitor arrival. Maintains telecommunications system, informs visitors by answering or referring inquiries, and assists with administrative duties.

Duties and Responsibilities:
1. Greet all applicants, clients, community partners and visitors ensuring that each guest signs the visitor logbook.
2. Answer multi-line telephone for all incoming calls; field or transfer calls as appropriate.
3. Provide information regarding agency programs, application procedures and community resources.
4. Log applications that are received by mail.
5. Mail all program acceptance and denial letters.
6. Mail, fax and email applications when requested.
7. Route incoming mail and faxes.
8. Prepare materials for staff as needed.
9. Ensure that all CARF and other licensure are up to date and displayed appropriately.
10. Observe all HIPAA and client confidentiality protocols.
11. Attend staff meetings as required.
12. Assist staff with administrative tasks, filing tasks and other duties.
13. Completing all emergency drills for the main office staff as required.
15. Providing tax donation letters, organizing donations and alerting appropriate staff for distribution and pick-up.
16. Perform other administrative and clerical duties as needed.

Qualifications:
1. High school diploma with two years related administrative experience
2. Excellence in verbal and written communication, administrative, organizational and interpersonal skills
3. Dependable professional exhibiting integrity, warmth and compassion
4. Able to handle sensitive information with discretion
5. Superior time management skills and the ability to multi-task
6. Advanced Microsoft Office skills is preferred (Word, Outlook, Excel, PowerPoint)
7. Technical skill with office equipment
8. American Sign Language or Spanish speaking/writing a plus

Print Name: ________________________________  Date: ______________________

Signature: _______________________________