



RECEPTIONIST

JOB DESCRIPTION

EMPLOYMENT CATEGORY:	Full time, Core Non-Exempt
REPORTS TO:	TYD Programs Director & Sullivan Jackson Career Center Supervisor
HOURS:	Monday-Friday 8:00 AM-5:00 PM
LOCATION:	Sullivan Jackson Employment Center 400 E. 26 th Street Tucson, AZ 85713

POSITION SUMMARY:

The Sullivan Jackson receptionist provides general office support by performing routine clerical, secretarial, and administrative work in answering telephones, receiving the public, providing customer assistance, data processing, and record-keeping.

ESSENTIAL FUNCTIONS:

- Greet persons entering the establishment, determine nature and purpose of the visit, and direct or escort them to specific destinations
- Answer incoming calls, provide information, transfer calls, and/or take messages as necessary.
- Relay and reroute written and verbal messages
- Transmit information or documents from customers, via computer or fax
- Enter customer data into computer programs
- Schedule appointments and maintain and update appointment calendars.
- Provide information about establishment, such as location of departments or offices, employees within the organization and/or services provided.
- Receive and distribute correspondence.
- Additional duties as assign.

DESIRED QUALIFICATIONS

- Ability to operate a variety of office equipment, including personal computers, fax machines, and photocopiers
- Highly organized and efficient in how they manage their time, organize their workspace, and balance their task list and conflicting priorities
- Attention to detail and the ability to enter data with consistent accuracy.
- Able to adapt and remain positive during changes to processes and working conditions.
- Strong, professional communication skills in listening, speaking, and writing necessary for communication with staff, service providers and coworkers over the phone, in person, and via e-mail.
- Happy to work as a part of a team or independently, willing to communicate needs in a constructive manner as well as provide support to coworkers when needed.
- Sound judgement and the ability to make reasonable decisions in the absence of direction
- Receptive to coaching from management, responds positively with willingness to make changes when desired

PREFERRED QUALIFICATIONS

- High School Diploma or GED 2.
- Bilingual English/Spanish
- Valid Arizona driver's license

PHYSICAL REQUIREMENTS

- The employee is required to sit for extended periods of time at desk and may occasionally be required to stoop, kneel, or crouch.
- The employee must frequently lift or move objects up to 10 pounds and occasionally lift or move objects up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.