



JOB DESCRIPTION

JOB TITLE: Receptionist
LOCATION: Tucson Youth Development
1901 N. Stone Avenue
Tucson, AZ 85705
RESPONSIBLE TO: TYD Executive Director
HOURS: *AS DETERMINED*

EMPLOYMENT

CATEGORY: Core / At Will – Part-Time

POSITION SUMMARY:

The Receptionist is responsible for front office activities including managing the reception area; processing incoming and outgoing mail; and documenting large purchasing requests for facilities. The Receptionist organizes office communication and activities on a daily basis. The primary responsibilities of this position include handling incoming calls and greeting visitors, maintaining front office common areas, and facilitating meetings of staff with the public. The individual must be reliable, punctual, organized, and able to address multiple priorities in a very busy office. Demonstrated interpersonal skills, pleasant phone manner, typing and data entry proficiency, and familiarity with *G Suite* and *MS Office* are required. The Receptionist functions as part of the Tucson Youth Development (TYD) administrative support team and is responsible for supporting all staff in accomplishing their tasks.

ESSENTIAL FUNCTIONS:

- Manage the reception area to ensure effective telephone and mail communications procedure are implemented while maintaining a professional public image.
- Process orders for office and kitchen supplies, furniture, and office equipment.
- Support the maintenance of the copier, fax machine, and related office equipment.
- Greet visitors using a professional, welcoming presentation.
- Answer telephone calls and disseminate callers to appropriate staff recipients.
- Open, sort, and distribute mail.
- Manage conference room reservations and organize meeting details.
- Serve as a point person in organizing mass mailings.
- Arrange and coordinate meetings for Executive Director.

- Update spreadsheets, track donations, and administer Marketing and Development duties as assigned.
- Conduct additional duties as assigned by the Executive Director.

MINIMUM QUALIFICATIONS:

- High School Diploma.
- Excellent customer service skills and demonstrated interpersonal communication applied with diverse constituents.
- Knowledge of and experience in conducting administrative and clerical procedures.
- Knowledge of principles and procedures for providing quality customer service.
- Ability to operate telecommunication systems.
- Ability to organize time and multitask.
- Attention to detail with excellent organizational skills.
- Professional appearance and business etiquette.
- Computer literacy, specifically with *G Suite* and *MS Office Suite*.
- Minimum 3 years of relevant experience.
- Capable of negotiating situations involving ambiguity.
- Valid Arizona driver's license with personal auto insurance coverage and ability to drive throughout Pima county.
- Possess a valid and current Arizona IVP Fingerprint Clearance Card.

PREFERRED QUALIFICATIONS:

- Bilingual in English and Spanish. The ability to read and write Spanish.

PHYSICAL REQUIREMENTS:

- Must be able to read a computer monitor screen.
- Must be able to lift and carry 10 pounds.
- Must be able to drive and travel as required.