

# American Forest Foundation Job Description

**Job Title:** Receptionist

**FLSA Status:** Non-Exempt

**Reports to:** Vice President of Finance & Administration

## **Job Summary:**

The receptionist greets visitors and answers and directs incoming calls. The receptionist also assists the Vice President of Finance & Administration with general administrative duties which may include overflow work, including word processing, data entry, and internet search tasks.

## **Essential Accountabilities/Responsibilities:**

The primary functions of this position include, but are not limited to the following:

### General Office Duties:

- Answer incoming calls and direct to appropriate staff in a professional and courteous manner.
- Welcome and greet visitors in a professional and courteous manner.
- Coordinate courier pickup/delivery.
- Sort and distribute mail and packages received from the mail room.
- Adept at using all features of the telephone and voice mail systems.
- Ensure receptionist station is staffed 100% of the time.
- Maintain subscription database, including new subscribers, address changes, and fulfilling requests for back issues.
- Perform miscellaneous job-related duties as assigned.

## **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **Education/Experience:**

A high school diploma is required. At least two years experience and knowledge of natural resource issues is preferred.

### Required specific experience:

- Knowledge of and familiarity with computerized information systems particularly, Microsoft Office Suite applications.
- Ability to work effectively with the public, volunteers and staff.
- Effective written and verbal communication skills

**Language Ability:**

Ability to read, analyze, and interpret general business correspondence, and grant guidelines. Ability to write routine business correspondence. Ability to effectively present information and respond to questions from staff, customers, and the general public.

**Math Ability:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

**Reasoning Ability:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills:**

To perform this job successfully, an individual should be proficient on an IBM-PC using Microsoft Office, MS Word, MS Excel, MS PowerPoint, Access, and various internet search engines. Experience with database applications required.

**Certificates and Licenses:**

None

**Required Personal Attributes:**

- Professional, courteous, and customer focused demeanor
- Personable, outgoing, and flexible with the ability to work under pressure.
- Time management skills, with the ability to prioritize, coordinate and manage multiple priorities
- Ability to interact with a wide variety of constituencies, including staff, donors, and customers.
- Excellent organizational skills with attention to detail and the ability to effectively plan and problem solve
- A sound work ethic with the ability to act both independently and as part of a team
- A firm commitment to working in a collaborative environment

**Supervisory Responsibilities:**

None required.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Atmosphere and environment associated with a normal office.
- The noise level in the work environment is usually moderate.

**Vision Requirement:**

Both close and distance vision are required to perform the duties of this job.

**Physical Demands:**

The responsibilities outlined above are indicative of the physical demands that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

<b>Activity</b>	Less than 1/3 of time	Between 1/3 & 2/3 of time	More than 2/3 of time
Stand	X		
Walk		X	
Sit			X
Use hands to finger, handle or feel			X
Reach with hands and arms			X
Climb or balance	X		
Stoop, kneel, crouch or crawl	X		
Talk or hear			X
Taste or smell	X		
Lifting/Carrying up to 10 lbs.		X	
Lifting/Carrying up to 25 lbs.	X		
Lifting/Carrying up to 50 lbs.	X		
Lifting/Carrying up to 100 lbs.	X		
Lifting/Carrying more than 100 lbs.	X		

*This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions and perform any other related duties as may be required by their supervisor.*

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APPROVED: Supervisor/Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
ACKNOWLEDGED: Employee

\_\_\_\_\_  
Date