

HUMBOLDT SENIOR RESOURCE CENTER
Job Description

JOB TITLE: Receptionist/Center Coordinator
DEPARTMENT: Redwood Coast PACE
REPORTS TO: Center Manager
FLSA STATUS: Non-Exempt/Hourly
APPROVED: July 2021

JOB SUMMARY: Under the supervision of the Center Manager, the Receptionist/Center Coordinator responds to all calls/inquiries from Redwood Coast PACE participants, their family members, providers, employees, and the general public in a courteous, helpful, and professional manner. The Receptionist/Center Coordinator provides administrative and operational support to the Center Manager.

ESSENTIAL DUTIES AND RESONSIBILITIES:

1. Coordinates and oversees the flow of visitors coming in and out of the Day Center, with special attention to participant safety, and offering reassurance when necessary.
2. Coordinates and oversees the phone system and other reception desk equipment and troubleshoots issues with appropriate staff.
3. Facilitates care coordination and service delivery by generating reports and scheduling internal/external services/appointments. Interfaces and collaborates with Clinic employees to schedule internal Clinic appointments and/or other appointments as necessary.
4. Provides other support services related to the Day Center which may include receptionist duties, maintenance of participant records, and/or facilitation of translation services as needed.
5. Assists and supports the clerical and administrative needs of the Center Manager.
6. Tracks employee data for the Center Manager including training logs for the program, TB testing dates, Redwood Coast PACE Orientation, program-level new-hire orientation, performance evaluations, CPR certification, licensing, completion of Competencies and influenza vaccination completion.
7. Greets visitors in a warm, professional manner, and contacts the person the visitor is present to see.
8. Maintains attendance/visitor logs and provides appropriate identification badges for every visitor.
9. Receives incoming requisitions/packages/letters and follows established procedures to ensure delivery to appropriate employees.

10. Participates in the process of teaching, training, and mentoring student interns and volunteers working within the program area.
11. Acts in a manner consistent with agency values.
12. Other projects & duties as assigned.

EDUCATION &/or EXPERIENCE:

1. High school diploma or GED equivalent required.
2. Two (2) to three (3) years of administrative experience required, preferably in the health care field.
3. Minimum of one (1) year experience working with a frail or elderly population preferred.

LICENSES OR CERTIFICATES:

1. Licenses or certificates are not required for this position.

JOB SKILLS:

1. Customer service skills necessary to work and communicate with diverse populations, and to interact and maintain relationships with program stakeholders in a friendly, courteous and professional manner.
2. Excellent interpersonal interactions that result in team building and contribute to effective work relationships, successful negotiation, and conflict resolution. Demonstrates effective social interaction with co-workers, management, participants, and community contacts including referral sources.
3. Ability to work independently, with minimal supervision, and within an Interdisciplinary Team.
4. Ability to perform a variety of tasks while ensuring incoming calls and visitors are attended to in a timely manner. Strong organizational and time management skills.
5. Ability to complete duties within an agreed upon time frame and to adjust personal schedule if required, adapting appropriately to changes in priorities and/or workload and incorporating an understanding of detailed requirements into action plans and implementation.
6. Demonstrates sound verbal and written communication skills to convey information effectively.
7. Maintains a positive attitude and balance in relationships with others in complex interpersonal situations. Ability to assist people who are in crisis or under extreme stress, and whose primary language may not be English.

8. Ability to keep immediate and surrounding work area neat and organized, in a manner consistent with a professional front-office reception environment.
9. Ability to maintain excellent attendance and punctuality records.
10. Ability to work in a constantly changing environment with individuals of various backgrounds and abilities.
11. Proficiency in Microsoft Word, Excel, PowerPoint, Outlook, and relevant computer programs and software (e.g. electronic health record software).

PHYSICAL REQUIREMENTS:

1. Ability to sit at a desk and interact with a computer screen for extended periods of time.
2. Hand and arm strength sufficient to operate a keyboard for several hours each day.
3. Ability to lift up to 15 pounds.
4. Physical abilities sufficient to move between different work areas, communicate with employees and the public, operate a computer, produce reports, talk on the telephone, prepare and send written communications, and travel to other worksites.

ANALYSIS OF PHYSICAL DEMANDS:

Key (Based on typical week): **N**=Never; **R**=Rarely (Less than 1 hour per week); **O**=Occasional (1%-33% of time); **F**=Frequent (34%-66% of time); **C**=Constant (over 66% of time)

Activity	Frequency					Activity	Frequency				
	N	R	O	F	C		N	R	O	F	C
<i>Lifting/Carrying</i>						<i>Twisting/Turning</i>					
Under 10 lbs.				x		Reach over shoulder			x		
11-20 lbs.		x				Reach over head			x		
21-50 lbs.	x					Reach outward			x		
51-100 lbs.	x					Climb	x				
Over 100 lbs.	x					Crawl		x			
						Kneel		x			
<i>Pushing/Pulling</i>						Squat		x			
Under 10 lbs.			x			Sit				x	
11-20 lbs.		x				Walk-Normal Surfaces				x	
21-50 lbs.	x					Walk-Uneven Surfaces		x			
51-100 lbs.	x					Walk-Slippery Surfaces		x			
Over 100 lbs.	x					Stand			x		
<i>Other</i>						<i>Driving</i>	x				
Keyboard/Ten Key				x							
Fingering (Fine dexterity)				x							
Handling (grasping, holding)				x							
Repetitive Motion-Hands				x							
Repetitive Motion-Feet	x										

The above statements are intended to describe the general nature of work performed. They are not to be considered an exhaustive list of all job tasks performed. The agency reserves the right to change job descriptions, work hours or work sites as required by the program.

The Humboldt Senior Resource Center is a private, non-profit, multi-purpose senior center providing a continuum of social and health related services. The agency currently holds contracts with the California Department of Aging and Area One Agency on Aging.

The Humboldt Senior Resource Center is an equal opportunity employer. We will not unlawfully discriminate against qualified applicants or employees with respect to any terms or conditions of employment based on race, color, national origin, ancestry, sex, sexual orientation, age, religion, physical or mental disability, medical condition, pregnancy, breastfeeding, gender identity, marital status, citizenship status, military or veteran status, genetic information, or other basis protected by applicable Federal or State law.

Employee Signature

Date