



Weekend Receptionist – Part Time

SUMMARY

Heritage on the Marina is seeking a Weekend Receptionist for their Front Office. The position reports to the Director of Marketing and Admissions and will be responsible for providing excellent customer service to residents, staff and all visitors. Duties include opening and closing the Front Office, monitoring all entry doors, answering telephones and other projects as assigned. The person in this position must be professional, enthusiastic, detail oriented, empathetic, patient and personable. This position must maintain a policy of strict confidentiality on behalf of Heritage on the Marina.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.

- Maintains door security using video monitor and intercom
- Greets visitors and residents and answers inquiries in a pleasant and friendly manner
- Assists residents with requests as needed
- Operates telephone console to receive and transfer calls
- Data entry using Microsoft Office Suite of products
- Performs variety of clerical and organizational duties, including but not limited to guest room and meal reservations, providing keys, selling stamps and making photo copies
- Knowledgeable in the operation of all Front Office equipment
- Works with Administration to promote the organization in a positive manner
- Other 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 and/or EXPERIENCE

Bachelors Degree required; minimum of two years experience in a similar position; experience in dealing with older adults is preferred.

LANGUAGE SKILLS

Must have excellent interpersonal communication skills. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to speak effectively to residents, visitors, Board Members and other employees of Heritage on the Marina, in person or by telephone. Excellent verbal and written English skills are required.

REASONING ABILITY

Ability to apply commonsense to carry out instructions furnished in written, oral, or diagram form. Ability to use good judgment in dealing with people, patience for and understanding of problems

associated with aging. Ability to maintain a sense of humor and remain calm in a variety of situations. Recognizes when confidentiality is required and maintains confidentiality.

OTHER SKILLS AND ABILITIES

Must have proficient experience working with Microsoft Outlook, Word and Excel 2013 or later (**no exceptions**). PBX digital phone/intercom system; postage machine; copy machine; fax machine. Must be able to multi-task with efficiency and confidence. Must be able to maintain pleasant, professional manner at all times.

PHYSICAL DEMANDS

The physical demands described here are representative of those 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.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee is occasionally required to stand, walk, climb stairs, and reach with hands and arms. The employee must frequently lift and/or move up to 10 pounds an infrequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Specifically, the Administrative Assistant must be able to see callers on the camera monitor. Hearing acuity must be sufficient to accurately understand name of callers. Physical (vision/hearing) and mental alertness is required because of security.

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. While performing the duties of this job, the employee occasionally works near moving mechanical parts. The noise level in the work environment is usually moderate. Professional business attire is required.

COMMENTS

In emergency situations or when the building alarm system is activated, must be able and willing to respond appropriately, following instructions as provided by the Environmental Services Department, alarm system contractor, and San Francisco Fire Department.

The position will cover every Saturday each month between the hours of 9am – 5pm including some Sundays and holidays. This position will also be included in our on-call list to cover illness, vacations or other shifts as needed.