



RAY & JOAN
KROC CENTER
COEUR D'ALENE, ID

Title: Receptionist
Program: The Salvation Army Ray and Joan Kroc Corps Community Center
Coeur d'Alene
Reports to: Business Director
Status: Non-exempt
Salary: DOE

The Salvation Army Mission Statement:

The Salvation Army, an international movement, is an evangelical part of the universal Christian Church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.

Position Summary:

The Receptionist is responsible for providing day-to-day phone & administrative support for the Kroc Center Administrative Office. The Receptionist must have strong organizational skills with a keen eye for detail. She/he must be flexible and able to handle multiple priorities simultaneously, have good judgment, be able to work independently or with little supervision, self-motivated, set priorities and apply excellent time management skills.

Duties and Responsibilities:

- Receive and handle incoming telephone calls, visitors and emails in a friendly and businesslike manner.
- Answer and respond to general inquiries.
- Direct calls to appropriate program/staff in a timely manner.
- Direct daily UPS/FedEx deliveries to appropriate departments.
- Sort, process and record all incoming mail.
- Maintain/order ample supply of copier/printer toner and parts.
- Complete all departmental filing.
- Prepare letters, memos, and reports.
- Generate reports, correspondence and minutes as needed.
- Submit orders for office supplies and First Aid products upon PO approval.
- Update and Distribute phone lists.
- Data Entry of facility key check out and return
- Manage booking calendar for conference room reservations.
- Maintain cleanliness of conference rooms

- Provide routine administrative support and other administrative functions as requested.
- Maintain confidentiality.
- Other duties as assigned.

General Qualifications and Proficiencies:

- High School diploma or GED equivalency required. Two years college education preferred.
- Minimum of two years of experience in either a secretarial or customer service position.
- Valid Driver's License and insured transportation.
- Must have excellent computer skills; with working experience of Microsoft Office products. Lotus Notes experience helpful.
- Ability to use new software programs with basic training.
- Ability to access, produce and research information from a computer.
- Ability to write minutes and routine correspondence.
- Must have command of the English language and possess excellent verbal and written communication skills.
- Ability to plan and prioritize work.
- Customer service mindset.
- Detail oriented and attention to detail.
- Self-starter.
- Strong organizational skills.
- Thrive in a team-oriented environment. Team player.
- Ability to work in a fast-paced environment and maintain poise under pressure.
- Excellent telephone skills.
- Proficient typing skills.
- Able to create and maintain multiple filing systems.
- Knowledge of office machines and their operations.
- Ability to empathize and communicate with low-income and vulnerable people.
- Knowledge of Salvation Army policies and procedures helpful.

Physical Requirements:

- Ability to sit, walk, stand, bend, squat, climb, kneel, and twist on an intermittent or continuous basis.
- Ability to grasp, push, pull objects such as files, file cabinet drawers and reach overhead.
- Ability to operate telephone.
- Ability to operate a desktop or laptop computer.
- Ability to lift up to 25 lbs.

Qualified individuals must be able to perform the essential duties of the position with or without accommodation. A qualified person with a disability may request a modification or adjustment to the job or work environment in order to meet the physical requirements of the position. The Salvation Army will attempt to satisfy requests as long as the accommodation needed is reasonable and no undue hardship would result.

Special Comments:

I understand that as an employee I represent The Salvation Army and agree to respect and work within its Christian tenets.

I understand that I will be covered by Workman's Compensation Insurance while on the job and agree to cooperate in properly reporting all work-related injuries or accidents to my supervisor immediately.

I further understand that The Salvation Army does not participate in unemployment compensation insurance, and I will not accrue unemployment benefits while working for The Salvation Army.

IS THERE ANYTHING THAT WOULD KEEP YOU FROM MEETING THE JOB DUTIES AS OUTLINED: YES () NO ()

Employee's Signature

Date

Supervisor's Signature

Date

The Salvation Army Ray and Joan Kroc Corps Community Center
Changing lives and rebuilding souls of the youth, families, and seniors in the five-county North Idaho region.