



JOB DESCRIPTION

Position: Receptionist/Certification Assistant

Direct Supervisor: Vice President of Operations

Salary Range: \$23,000 - \$26,000/annually

Job Purpose: Responsible for receiving visitors by phone and in person. Provides clerical and administrative support for HMSDC personnel as needed. The position's daily reporting relationship is to the President's Executive Assistant, however, overall direct accountability lies with the President.

Job Responsibilities:

Job description may include but not limited to:

- ❖ MUST be on time and responsible for opening the office daily;
- ❖ Greet all visitors in a courteous, timely and professional manner;
 - Offer them refreshments such as coffee or water;
 - Seat them and announce the visitors as needed;
- ❖ Answer all incoming telephone calls by the **third** ring;
 - Forward to the appropriate person or provide information requested directly where able;
- ❖ Maintain the cleanliness of the front reception area, conference rooms and kitchen area;
- ❖ Schedule use of office space and post on the portal calendar;
- ❖ Maintain Committee rosters and meeting and event dates on the portal;
- ❖ Send Committee Meeting notices, reminders and announcements;
- ❖ Sign-in all attendees for seminars or workshops;
- ❖ Answer inquiries received in the general information email box and/or distribute to the appropriate staff member;
- ❖ Contact MBEs or applicants to verify their correct information
- ❖ Manage return mail,
- ❖ Call MBEs to receive payments for certification, subscription and expedited files
- ❖ Assist with facilitating the processing of certification applications
 - Schedule on-site visits;
 - Conduct reference calls for certification applications;
 - Use checklist provided to perform desk audit on all MBE applications as submitted for certification;



- ❖ Receive all incoming mail. Pick up mail from postal box. Prepare and deposit outgoing mail;
 - Assist couriers and delivery persons. Place packages with the appropriate person;
- ❖ Maintain all office supplies & supply room. Place order with Executive Assistant for approval;
- ❖ Ensure copier and postage machines are stocked daily.
- ❖ Assist personnel with preparation and execution of HMSDC events;
- ❖ Maintain a pleasant, professional demeanor at all times. Support HMSDC staff, MBEs, volunteers and Board Members whenever possible;
- ❖ Comply with the provisions of the HMSDC Employee Handbook;
- ❖ Other duties as assigned by the Executive Assistant to the President, the Senior Leadership Team, or the President.

Qualifications:

- ❖ High School Diploma or equivalent; 2 years' experience working in a busy office area;
- ❖ Bilingual language skills preferred;
- ❖ Professional business dress appearance required;
- ❖ Strong interpersonal and communication skills
- ❖ Good verbal and written communication skills are required;
- ❖ Excellent customer services & pleasant attitude
- ❖ Team player
- ❖ Exceptional use of Microsoft Office products (Outlook, Excel, PowerPoint and Word);
- ❖ Motivated self-starter with the ability to take initiative and perform well with minimal supervision;
- ❖ Ability to organize, multitask, prioritize and work under pressure;
- ❖ Ability to be resourceful and anticipate needs and issues as they arise;
- ❖ Attention to detail is paramount.

Position Overview:

The receptionist is a critical role in the HMSDC organization. This person is responsible for opening the office daily, which sets the tone for our service delivery to our corporate members and MBEs. Active listening and great customer service skills are a must! As the first person our corporate members, MBEs, visitors and future members meet or talk to, the receptionist needs to make a good first impression. Your professional appearance, poise and attitude under pressure is a critical skill to constantly display.

Benefits:

- ❖ Medical, dental and vision insurance coverage after 90 day probationary period
- ❖ 403 (B) retirement account
- ❖ 3% HMSDC contribution to 403(B) retirement account
- ❖ Employee matching contribution to 403 (B) retirement account up to an additional 1.5%
- ❖ Vacation and sick leave for all full-time employees
- ❖ Paid holidays