

Buckner Retirement Services INTERNAL POSITION POSTING

Opening Date: 06/010/2010

Closing Date: Until Filled

Position Title: Receptionist 1

Position Status: Part Time

Department/Division: Administrative

Location: Parkway Place/Houston, TX

BASIC FUNCTION: Serves as receptionist for the Buckner Campus. Manage multi-line phone system. Greets visitors and responds to initial needs. Assist with general office duties when needed

Position description/objective:

- *1. Greet visitors in a professional manner.
- *2. Require all visitors, sitters and vendors to sign in and out when they enter and leave building.
- *3. Require all visitors, sitters and vendors to wear badge indicating status.
- *4. Report noncompliance of above safety procedures to manager on duty.
- *5. Answer multi-line telephone including taking and relaying messages as needed.
- *6. Perform general typing and other secretarial tasks for the staff.
- *7. Act as administrative support to managers as requested.
- *8. Handle outgoing mail on a daily basis.
- *9. Sort daily mail.
- *10. Ensure resident packages and prescriptions are delivered in a timely manner.
- *11. Receive and log calls.
- *12. Monitor alarm system.
- *13. Take maintenance calls and fill out work orders appropriately.
- *14. Exhibit and maintain professional work habits, appropriate punctuality, appropriate grooming, appropriate dress, appropriate manner and language and positive attitude and demeanor in interactions with residents, co-workers and the community-at-large.
- *15. Maintain compliance with all Buckner policies, procedures and requirements.
- *16. Work successfully as part of a team and responsible for developing then maintaining strong working relationships with co-workers.
- *17. Attend staff meetings and training as required.
- *18. Perform general office tasks as required.
19. Perform special assignments, projects, and other duties as required.

1. **Required skills and experience:** Requires understanding and ability to use simple arithmetic and grammar with accuracy. This field of knowledge is normally associated with the attainment of a high school diploma (or G.E.D.).
2. Requires the ability to understand and carry out detailed oral and written instructions.
3. Requires proficient ability to speak, read and write English.
4. Requires fingering, talking and hearing over 75% of the shift.
5. Work deals mostly with areas such as preparing and reading data and figures, correspondence, and visual inspection involving small details. Visual work is primarily close to observer. Depth perception and field of vision (peripheral) are not as critical as the ability to distinguish small details and markings very near observer.
6. Requires ability to work under close supervision.
7. Requires ability to exercise judgment and maintain confidentiality.
8. Requires ability to work with frequent interruption; maintaining flexibility and dealing with change; ability to take initiative; ability to focus attention on tasks for 10-20 minutes at a time on a continuous basis, 20-60 minutes on occasion.
9. Requires attention to detail and maintaining a routine; organizational skills required.
10. Requires ability to establish and maintain effective working relationships with the public, co-workers, and employees from other facilities. Interpersonal skills and ability to communicate effectively orally and in writing are required. Ability to speak clearly and make self understood in face to face interactions; articulate with accuracy to speak on the phone.
11. Requires proficient working knowledge and ability to accurately and timely operate and perform computer related tasks using personal computers, word processing software, and other office machinery, including a multi-line telephone, typewriter, copy machine, fax machine and adding machine.
12. Requires ability to remain in a confined space for long periods of time.
13. Requires commitment to Christian principles and teachings both professionally and personally.
14. Requires ability to use up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently and/or 10 pounds continuously to move objects.
15. Requires ability to walk, stand and sit, sometimes for prolonged periods of time.
16. Requires ability to hear and receive verbal instructions, answer phones, and communicate with people in situations with background noise.
17. Requires sufficient good health to properly discharge duties.

POSITION CRITICAL SKILLS:

1. **Planning and Organizing.** Establish a course of action for oneself to accomplish specific goals.
2. **Self management.** Demonstrate self-control and an ability to manage time and priorities. Make sound decisions even under pressure.
3. **Communication.** Clearly express ideas, either verbally or in writing, to include but not limited to grammar, organization, and structure.

4. Willingness to Learn. Assimilate and apply new job-related information promptly.
5. Ethics & Integrity. Consistently earn the trust, respect, and confidence of coworkers and customers through consistent honesty, forthrightness and professionalism in all interactions. Includes meeting commitments and promises.

1. **POSITION CRITICAL BEHAVIORS: Team Player**. Work effectively with others in the organization and outside the formal lines of authority (i.e., peers, other units, senior management, and the like) to accomplish organizational goals and to identify and resolve problems. Includes considering the impact of your decisions on others.
2. Critical Thinking. The ability to actively and skillfully conceptualize, apply, analyze, synthesize, and/or evaluate information as a guide to belief and action.
3. Self-Starter. Demonstrate initiative to take action to achieve goals beyond what is necessarily called for. Includes the ability to work in a less structured environment.
4. Customer Service Orientation. Make efforts to listen to and understand the customer (both internal and external), anticipate customer needs and give high priority to customer satisfaction.
5. Self-Confidence. Demonstrate initiative, confidence in oneself, resiliency and a willingness to take responsibility for personal actions. Have the courage to voice views that are unpopular
6. Thoroughness. The ability to balance an attention to detail with the cost and benefit of doing so.
7. Adaptability. Maintain effectiveness in varying environments, tasks and responsibilities, or with various types of people. Stay agile in the face of change.

**Contact: Human Resources
 Parkway Place
 1321 Park Bayou Dr
 Houston, TX 77077**

281-556-9200

Buckner is an Equal Opportunity Employer.