



RECEPTIONIST

REPORTS TO: Human Resources Director

POSITION: Primary in-person and phone contact for Luther Manor.

POSITION QUALIFICATIONS:

- High school diploma or equivalent required.
- Must possess a cheerful personality and be able to work harmoniously with other personnel.
- Be able to follow written and oral instructions.
- Must be able to type a minimum of 50 words per minute and operate a word processor.
- Must be able to effectively use a 10-key calculator.
- Must have a working knowledge of computers, input/output data, telephone/paging system, etc.
- Regular attendance is required.
- Must be able to read, write and speak fluent English.

ESSENTIAL FUNCTIONS:

- Sitting: 3-7 hours/day
- Standing: 1-3 hours/day
- Wrist Position: Moderate deviation of wrist
- Near/Far Vision: Requires minimal near and far vision
- Hearing: Requires hearing whispered voice at 3 feet
- Walking: 1-3 hours/day
- Lifting: 10-25 lbs good body mechanics

MENTAL DEMANDS:

- Must demonstrate effective communication skills with staff, residents and the public.
- Demonstrates ability to develop and maintain good interpersonal relations with staff and residents.
- Must be able to work under stress when confronted with critical or unusual situations.
- Able to handle job responsibilities in a positive, professional manner.

WORK ENVIRONMENT:

- Works primarily indoors in a well-illuminated, reasonably climate-controlled environment.
- Involves possibility of exposure to communicable disease.
- Works with frequent interruptions.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Receive and follow reception schedule/instructions from your supervisor.
- Operate paging/telephone system.
- Answer telephone and determine nature of call and direct caller to appropriate individual or department.
- Verify doctor appointment for residents with the doctor's office and family members.
- Set up SecuReach System for all new admissions.
- Locate personnel through paging system as needed.
- Maintain a current listing of critical residents and/or residents who may not receive phone calls due to their condition. (May refer such calls to Charge Nurse.)
- Give directions/information to visitors, guests, residents, sales representatives, etc.
- Assist with administrative duties as directed. (Includes typing, filing, etc.)
- Receipt payments and make distributions for Resident Trust Account.
- Receive, sort, and distribute mail as directed.

Customer Service

- Interacts with residents, families, staff, and other visitors to the center in a pleasant, respectful, and courteous manner.
- Acts as a positive representative of the facility at all times.
- Performs incidental housekeeping and maintenance tasks as may arise during the course of regular duties, in order to maintain a clean, safe, pleasant environment for residents, visitors and staff.

Residents Rights

- Provides privacy and maintains the confidentiality of all resident care information.
- Ensures care and security of residents' personal possessions.
- Reports all complaints and grievance made by residents, family members, and visitors to the Administrator.
- Ensures that residents are free from abuse (physical, mental, and sexual), mistreatment and neglect, and reports any such instances to appropriate facility staff.

In-Service Education

- Attends all in-service education programs mandated by federal, state, and company guidelines.
- Participates and assists in departmental meetings and projects as assigned.

Miscellaneous

- All other duties as assigned by the supervisor.

All requirements are subject to possible modifications to reasonably accommodate individuals with disabilities.

Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, other employees, or residents.

This description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.

Requirements are representative of minimum levels of knowledge, skills, and/or abilities. To perform this job' successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

I have read this position description and fully understand the requirements. I accept the position of Receptionist and agree to follow the requirements and will perform all duties and responsibilities to the best of my ability.

I understand that I may be assigned other duties, in addition to or in place of those described previously. I also understand that the essential duties of this position may change at any time, according to the needs of Luther Manor Retirement Community.

Date

Name

Signature