



Position: Receptionist

Classification: Non-Exempt / Hourly

Reports to: Office Manager

The purpose of Equity Homes is to enhance the communities of the Normandy Schools Collaborative by creating wealth accumulation through affordable, quality single-family homeownership.

Equity Homes is not a traditional homebuilder or lending corporation. Through the generous support of donors, we assist members of the community who may otherwise not qualify for a standard home loan by offering our Affordable Quality Home Program. This program provides an opportunity to purchase a renovated or newly constructed home and start building wealth and credit.

The Community Impact Network is the sister organization of Equity Homes. The purpose of the Community Impact Network (Network) is to organize and facilitate social service providers in the delivery of services desired by residents of our community. Working with partners involved in addressing outcomes related to the impact areas of: Education, Housing, Employment, Health and Personal Finance, the Network functions as a community resource manager and helps to provide needed social services to residents.

JOB DESCRIPTION

Summary/Objective

The Receptionist position is a full time, non-exempt position, serving Equity Homes and Community Impact Network as the friendly, knowledgeable, and professional face of the organization to staff, board members, vendors, partners, and citizens to ultimately support the mission and vision of the organization. Situated as the first point of contact at the front desk in our office, the Receptionist will be responsible for the front desk reception area, engaging with guests in the waiting area, assisting with education about our mission, and assisting staff with special projects as needed.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Serve as the Receptionist (both in person and via telephone) for staff, Board of Directors, partners, vendors and visitors.

- Greet guests or callers, answer questions, direct to appropriate resources or facilities.
- Manage the office mail function including sorting, delivering, and distributing correspondence, mail, faxes, email, and deliveries.
- Report issues appropriately to ensure good communication between visitors, partners and staff.
- Help to set up and clean up meeting rooms as needed, including light food prep and audio-visual technology.
- Other duties as assigned.

Competencies

- Ability to communicate effectively both written and verbally.
- Excellent customer service skills, including active listening and ability to speak to and establish rapport with a wide range of constituents.
- Ability to quickly grasp and understand government or non-profit industry terminology.
- Ability to interpret a variety of instructions furnished in written, verbal, diagram, or in schedule format.
- Ability to multi-task.
- Ability to maintain professional, calm demeanor in a variety of situations.
- Positive, engaging, and a team player attitude.
- Detail oriented with a willingness to learn new skills and techniques.
- Ability to be flexible, adaptive, and positive in a constantly changing environment.

Supervisory Responsibility

No supervisory responsibilities

Work Environment

Standard office work environment.

Physical Demands

The Receptionist position is a sedentary position requiring use of computers; phones and personal conversations. The constant use of eyes and hands will be required in all environments where work is performed. The incumbent may stand, walk, reach, stoop, climb, lift, carry and bend occasionally when performing essential job function in the office and at other locations. These activities may include walking through various locations and at activities, operation of common office equipment such as photocopiers, fax machine, mail boxes, scanner, etc.

Position Type and Expected Hours of Work

This is a **full-time** position. Days and hours of work are **Monday through Friday, 8 or 8:30 a.m. to 5 p.m.**

Travel

Less than 5% local travel

Required Education and Experience

- High school diploma or GED
- Minimum of 1 year of previous Receptionist and/or customer service experience.

Preferred Education and Experience

- PC operation at a moderate level.
- Knowledge of Microsoft Office.
- Ability to learn software applications necessary.

AAP/EEO Statement

Equity Homes has a policy of offering equal employment opportunities to all employees and applicants. Specifically, Equity Homes does not discriminate in employment opportunities or practices on the basis of race, color, gender, religion, national origin, age, sexual orientation, gender identity, citizenship status, pregnancy, mental or physical disability, veteran status, genetic information, or any other characteristic to the extent prohibited by Federal, state or local law.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.