



JOB DESCRIPTION

Job Title:	Receptionist/Administrative Assistant	FLSA Status:	Non-Exempt
Department:	Administration	Pay Grade:	
Reports To Title:	Office Manager	Effective Date:	12/12/2019
Positions Supervised:	None	Latest Revision:	8/14/2026

Job Purpose:

To provide friendly, knowledgeable, and efficient communications via phone and in person for all clients, potential clients, staff, visitors, and guests of the Agency. To provide shopper assistance and transactional support as needed in the Agency's retail store, The Lantern. To provide clerical and administrative support for Agency staff as needed.

Essential Functions:

- Answer, screen, and transfer incoming calls, retrieve messages, and assist and respond accordingly. Set phone settings for proper answering
- Demonstrate in-depth knowledge of Lighthouse services and adjacent community resources to provide information to callers, visitors, and potential clients.
- Greet and assist potential, current, and former clients; visitors; and guests
- Assist clients with navigating the building, when needed
- Assist with reminder calls to clients for classes and special events/instructional sessions
- Close building at end of day, following Opening/Closing Procedures
- Assist with monitoring daily manifests for client transportation and email updates as needed
- Maintain staff, client, and visitor sign-in/sign-out log
- Accept and distribute incoming packages
- Maintain reception and adjacent areas in clean and a professional manner
- Assist with maintaining agency and room scheduling calendars via Outlook
- Receive event RSVPs as directed
- Run credit card donations and provide paperwork to Finance Team
- Assist with tending to clients in The Lantern and run transactions as needed.
- Monitor entrances and security systems

Nonessential Functions:

- Support Agency's fundraising efforts

- Attend required Agency meetings and training
- Perform other duties as assigned

Qualifications:

Education:

- High School Diploma or equivalent

Experience:

- Minimum two years receptionist or related office experience

Demonstrated Knowledge, Skills, and Competencies:

- Working knowledge of Microsoft Outlook, Word, and Excel applications
- Type 40 words per minute
- Ability to answer and transfer calls on multi-line phone system
- Ability to research community resources for callers and visitors
- Attention to detail and accuracy
- Appropriate written and oral communication skills
- Planning, organizing, and prioritizing skills
- Interpersonal and problem assessment and solving skills
- Effective time management skills
- Flexibility
- Adaptability
- Excellent Customer service skills
- Ability to work and contribute as a team member

Physical Demands:

- Ability to sit for long periods of time at front desk

Requirements:

- Must have reliable transportation
- Pass Level II background check