

# **FRANCISCAN VILLAGE**

## **POSITION DESCRIPTION**

**4/25/2025**

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**POSITION TITLE: Receptionist**

**REPORTS TO: Assistant Property Manager**

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### **ATTENDANCE REQUIREMENTS:**

8:00am to 1:00pm Monday through Friday

### **POSITION SUMMARY:**

The Part-Time Receptionist serves as the welcoming first point of contact for Franciscan Village, providing exceptional customer service to residents, families, visitors, and staff. This role is responsible for managing the front desk, handling phone communications, providing information and assistance, and performing light administrative tasks to ensure the smooth and efficient operation of the community's reception area. The ideal candidate will be friendly, organized, detail-oriented, and possess a genuine passion for interacting with seniors.

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### **PRINCIPAL DUTIES OF RECEPTIONIST:**

- 1. Warmly greet and welcome residents, families, visitors, and vendors, ensuring they feel comfortable and assisted.**
- 2. Answer and direct incoming phone calls promptly and professionally, taking accurate messages and forwarding calls as needed.**
- 3. Manage the front desk area, ensuring it is tidy, presentable, and welcoming.**
- 4. Assist residents with general inquiries, providing information about community events, services, and staff.**
- 5. Perform light clerical duties, such as photocopying, faxing, and data entry.**
- 6. Assist with scheduling appointments for other staff personnel**
- 7. Collaborate effectively with other staff members to ensure smooth operations.**
- 8. Perform other related duties as assigned by the supervisor.**

### **Qualifications:**

**High school diploma or equivalent required.**

**Previous related experience in a customer service role preferred.**

**Excellent interpersonal and communication skills, with a warm and empathetic demeanor.**

**Proficiency in basic computer skills, including Office 365.**

**Strong organizational skills and attention to detail.**

**Ability to multitask and prioritize effectively in a busy environment.**

**Demonstrated ability to maintain confidentiality.**

**A genuine interest in working with seniors and a positive attitude.**

**Ability to pass a background check and any other required screenings.**