



JOB DESCRIPTION

TITLE: Receptionist
REPORTS TO: Executive Assistant
FLSA STATUS: Non-Exempt
DATE: August 17, 2021

SUMMARY

The Receptionist professionally greets and assists residents of the Rancho Santa Fe Association, a California Homeowners Association, in person and over the phone, and provides support for management, co-workers and various visitors and entities of Rancho Santa Fe (Association, Golf, Tennis, and Osuna Ranch). As the Association's first point of contact in many instances, this position requires the highest level of professionalism, a friendly, upbeat attitude, and the ability to uphold the Association's professional standards and a courteous, service-oriented demeanor.

ESSENTIAL DUTIES

- Maintaining the appearance and organization of the reception area, lobby, conference room, kitchen break room, and supply room;
- Ability to maintain confidentiality of documents, files, and other information is a must;
- Greeting members, guests, and vendors immediately upon their arrival; notifying the appropriate personnel of their arrival; accommodating all inquiries accordingly;
- Answering and transferring incoming telephone calls on a multi-line telephone system, collecting detailed information from caller and routing calls to appropriate receiver;
- Assisting with scheduling calendared meetings and maintaining conference room schedule;
- Ordering of food for lunches, meetings, and special occasions;
- Technical knowledge required in preparing conference room with audio visual technology (teleconferencing, video conferencing, laptop display) for various internal meetings;
- Assembling escrow packets for distribution;
- Ordering office supplies on a regular basis and putting supplies away upon receipt;
- Assisting and processing of HOA matters as assigned;
- Administrative duties consist of computer work/word processing projects as assigned, including preparation of various documents;
- Updating bulletin boards with current noticing, meeting posting deadlines and requirements;
- General office and kitchen cleanliness;
- General office health and safety compliance;
- Create files and daily filing

REQUIRED EDUCATION AND/OR EXPERIENCE

- Strong attention to detail, quality, and service;
- Enjoys working professionally with people;
- Ability to handle challenging situations with the public;
- Ability to follow directions, policies, and procedures;
- Maintains professionalism at all times;
- Excellent verbal and written communication skills;
- Highly motivated and ability to multitask;
- 2 years minimum work experience in an office environment;
- Technical skills are required in Microsoft Office Word, Excel, , Outlook, Outlook Calendar, and use of multi-line phone systems;
- Past experience working in a homeowners association is helpful but not required;

POSITION TYPE/EXPECTED WORK HOURS

This is a full-time position. Dependability and punctuality are mandatory. Must be able to work Monday through Friday. There may be some extended work hours on an as needed basis. Currently, RSFA offers a 9/80 option as well. Attendance policies must be followed as outlined in RSFA Employee Handbook.

REASONING ABILITY

Ability to solve practical problems and deal with a number of variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, you may be required to sit for long periods of time, use your hands, lift, pull, lift overhead, climb stairs, balance, walk, stoop, crouch or crawl, kneel, talk, and hear; and/or taste and smell. Employee must be able to occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is occasionally exposed to airborne particles (dust and dirt). The noise level in the work environment is usually moderate.

OTHER DUTIES

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.