

JOB DESCRIPTION

TITLE: Part-Time Receptionist
REPORTS TO: Executive Assistant
LEVEL: Administrative
FLSA STATUS: Non-Exempt
DATE: June 22, 2022

SUMMARY:

The Receptionist professionally greets and assists residents of the Rancho Santa Fe Association (RSFA), 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. This position will be part of a historical and passionate community that is exclusive to all residents.

ESSENTIAL DUTIES:

- Greeting members, guests, and vendors immediately upon arrival, understanding each request and 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;
- Understanding each of the Association department responsibilities to best assist members and co-workers;
- Computer duties include but are not limited to: email communication, preparation of various documents, scanning files and digital/physical filing;
- Ability to maintain confidential documents, files, and other information is a must;
- Updating bulletin boards with current notices, upcoming meetings, homeowner regulations and requirements;
- Assisting with scheduling internal office meetings, maintaining conference room and other meeting space schedule;
- Assembling escrow packets for distribution;
- Preparing conference room with audio visual technology (teleconferencing, video conferencing, laptop display) for various internal meetings;
- Tracking and organizing inventory, and ordering office supplies on a regular basis;
- Ordering food/refreshments for office lunches, meetings, and special occasions;
- Assisting and processing of HOA matters as assigned;
- Maintaining visual appearance, cleanliness and organization of the reception area, lobby, conference room, kitchen break room, and supply room;
- Upkeep of general office health and safety compliance;

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;
- Prior 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 part-time position and may have shared duties with another part-time employee. Work days and hours may be negotiable. Dependability and punctuality are mandatory. 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.