

Maui Economic Opportunity, Inc.

Job Description



Job Title: Receptionist
Department: Administration
Reports To: Executive Assistant
FLSA Status: Nonexempt
Prepared Date: September 2000
Updated: January 2025
Pay Grade: S6

SUMMARY:

Serves as a receptionist to the administration offices of MEO. Operates multiline telephone system to answer incoming calls and directs callers to appropriate personnel. Performs a variety of clerical and/or routine receptionist tasks in an office environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Retrieves messages from voice mail and forwards to appropriate personnel.
- Answers incoming telephone calls, determines purpose of callers and forwards calls to appropriate personnel or department.
- Answers questions about the organization and provides callers and general public with address, directions, and other information.
- Greets on-site visitors, determines nature of business, and announces visitors to appropriate personnel.
- Monitors visitors' access to facilities.
- Maintains Xerox and fax machines, assists users, sends faxes, and retrieves and routes incoming faxes.
- Opens, dates, stamps and routes mail to executive director or designee for review.
- Logs all monies received; logs and forwards to the fiscal department.
- Logs checks and cash into receipt books.
- Date stamps and logs all incoming requisitions.
- Filing of cash disbursements, cash receipts and general journal batches and verifies documentation and signatures.
- Gathers and assembles material and data for correspondence, letters, reports and proposals.
- Reviews collected data and forms for completeness and accuracy.
- Copies data records and reports and tracks information as assigned.
- Assists with clerical support for the Board of Directors, as needed.
- Maintains administrative files and indexes.
- Takes and secures reservations for MEO classrooms and conference rooms.
- Refers concerns relating to classroom usage to the CEO.
- Maintains a high level of customer service ensuring that client's needs are met.
- Serves as a backup to the Purchasing Specialist to run daily errands to financial institutions and delivering mail and packages between MEO locations.
- Understands, follows and supports all safety policies and programs.
- Regular attendance.

NONESSENTIAL DUTIES AND RESPONSIBILITIES:

- Performs other duties as assigned.

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SUPERVISORY RESPONSIBILITIES:

- None

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Organized, detail and tasks oriented, and the ability to prioritize workload.
- Ability to handle many tasks at a given time.
- Excellent interpersonal skills, which include, verbal, written and listening.
- Basic understanding of the causes and effects of poverty and knowledge of community resources.
- Understands and relates to diverse cultural backgrounds and various social and economic levels.
- Maintains a high level of confidentiality
- Knowledge of and application of proper telephone techniques.
- Knowledge of computer applications including word processing and desktop programs.
- Ability to type and operate basic office machines.

EDUCATION and/or EXPERIENCE:

- High school diploma or general education degree (GED), and (5) five years of experience or equivalent combination of education and experience.

LANGUAGE SKILLS:

- Ability to read and comprehend simple instructions, short correspondence, and memos.
- Ability to write simple correspondence.
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS:

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers.

REASONING ABILITY:

- Ability to apply sound judgment to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to interact, relate and have compassion for persons with mental/physical disabilities.
- Ability to prioritize workload.
- Cooperative team player and a desire to help others.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Valid driver's license and access to an insured vehicle.

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, the employee is:

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- Regularly required to sit; use hands to finger, handle, or feel; and talk or hear.
- Frequently is required to stand, walk, and reach with hands and arms.
- Occasionally required to stoop, kneel, crouch, or crawl and smell.
- Must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision.

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. While performing the duties of this job, the employee is:

- Occasionally exposed to moving mechanical parts and outside weather conditions.
- The noise level in the work environment is usually moderate.