



To reach the pinnacle in our field, we must provide superior service to our clients, and this means employing the best people. As a member of the Zumbro House team, you are critical to our success. Through your dedication and performance, we can reach our goal of being the premier provider of services for individuals with developmental disabilities, mental illness and high supervision needs.

Zumbro House, Inc. strives to create an exciting, challenging and rewarding work environment that allows you to flourish. We want you to build a long and successful association with Zumbro House, Inc. and be a happy and productive member of our team. Through your dedication, creativity, perseverance and efforts, our company will continue to grow and excel, and the clients we serve will continue to live happy, productive lives in the community. Although we certainly value previous experience in the field, we prefer to hire bright and caring individuals who are motivated to help others lead successful lives in the community.

**Job Title:** Receptionist

**FLSA Classification:** Non-exempt

**Reports To:** Director of Human Resources

**Last Updated:** 2/23/2021

### **Job Overview**

The Receptionist will provide administrative and staff support for general daily office operations. The ideal candidate is good at problem solving, prioritizes and plans work efficiently, demonstrates accuracy and thoroughness, monitors own work to ensure quality, adaptable changes in the work environment, and is dependable and on-time.

### **Essential Duties and Responsibilities**

- Assist payroll with verifying TERF submission in a timely manner, ensuring accuracy as outcomes will be determined by the information provided.
- Complete routine shift observations, and as requested, by reviewing camera footage and providing detailed summary, ensuring accuracy of information.
- Schedule monthly fire and tornado drills as well as 24 hour admission drills and ensure completion.
- Handle sensitive information while maintaining confidentiality.
- Answer telephone calls; respond to requests for information and/or forward messages to appropriate staff.
- Make quality assurance calls to both staff and the residents; discuss the results with Owner/President.
- Solicit shopping requests for office supplies and cleaning products, review inventory to determine needs.
- General office duties, such as typing, organization of supplies, copying, faxing, etc.



- Track resident meetings on the Meeting Calendar and ensure that all residents have an upcoming meeting scheduled, notify Program Directors of any conflicts to the schedule or discrepancies.
- Deliver incoming mail to the controller promptly; prepare outgoing mailings as requested by personnel.
- Perform administrative duties that support the employment and employee relations functions.
- Complete special projects and perform other duties as assigned.
- Ensure copy room remains stocked with supplies; notify HR of when supplies are running low.
- Provide exceptional customer service to all guests visiting the building, directing visitors to the appropriate meeting areas.
- Serve as the gate keeper to the building to ensure that guests are accompanied such as asking visitors to wait in the lobby and then notifying the appropriate personnel staff.
- Ensure office supply room, meeting areas and the kitchen areas are kept clean and organized. Ensure the refrigerator is cleaned out weekly by discarding of unlabeled or expired items and completing a thorough cleaning.
- Coordinate birthday announcements monthly.

#### **Required Skills/Abilities**

- Exceptional customer service skills/interpersonal skills with all staff/employees.
- Verbal and written communication skills
- Excellent organizational skills and ability to excel at detail management, multi-tasking, and working under pressure of deadlines.
- Ability to operate personal computer and various software applications including Word and Excel.
- Ability to pass background study and maintain background clearance.

#### **Education and Experience**

- High School diploma required. Additional education is preferred.
- Experience in Human Services field is preferred
- Minimum of one year office administrative support experience is preferred.

*Because of the broad nature of this position, this job description is not intended to be inclusive of all job requirements and responsibilities. The Receptionist is expected to perform other job related duties as assigned.*

I understand that my employment is probationary for 90 days following the date of hire.

***I understand and agree to perform all tasks documented in this job description.***

\_\_\_\_\_  
Employee Name (please print clearly)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature