

## LAUREL HILL CENTER JOB DESCRIPTION

**JOB TITLE:** Receptionist  
**SUPERVISOR:** Human Resources Manager  
**Hours:** Full time, 40

**FLSA Status:** Non-exempt  
**Benefits Eligible:** Yes  
**PTO/Holidays:** Standard

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### DESCRIPTION OF POSITION:

The primary role of the Receptionist is to perform all reception duties including greeting visitors and participants, operating multi-line telephone, answering calls, and directing inquiries to appropriate staff in a courteous manner. The Receptionist also completes other office duties such as filing, scanning, copying, and preparing mail.

### JOB RESPONSIBILITIES:

- Maintain consistent and professional attendance, punctuality, and personal appearance
- Perform reception duties in an efficient, professional, and courteous manner
- Answer multi-line phone and direct incoming calls to the appropriate person or voicemail
- Direct walk-in visitors to the appropriate person or waiting area, including looking up appointments in the Electronic Health Records system
- Provide basic information about Laurel Hill Center
- Follow policies and procedures in everyday situations as well as for unusual incidents
- Communicate safety and efficiency issues to supervisor
- Communicate maintenance and other building issues to Director of Facilities
- Open and distribute mail
- Log incoming checks in check register; maintain daily cash receipts log; prepare receipts for payments of rents, bus passes, etc.
- Monitor and document distribution of CFHIT checks
- Maintain confidentiality of clients and records
- Close office in the evening, including locking doors, turning phone system to after-hours message, turning off electronics, tidying up waiting area
- Other office duties as assigned

### MINIMUM REQUIREMENTS:

- Punctual and reliable attendance
- Excellent people skills – friendly and compassionate
- Ability to interface effectively with clients, staff, and visitors
- Ability to work in a high demand and/or stressful environment from time to time
- Ability to prioritize tasks and/or track multiple simultaneous tasks
- Knowledge of and ability to utilize customer service principles and practices
- Proficiency with office equipment, including personal computer and programs, fax, copier, telephone system
- Professionalism in personal presentation as well as attitude
- Pass drug screening and criminal history check

*Disclaimer: This job description indicates the general nature and level of work performed by employees within this position and is subject to change. It is not designed to contain or be interpreted as a comprehensive list of all duties, responsibilities, and qualifications required of employees assigned to this position. Employment remains AT-WILL at all times.*

*Founded in 1972, Laurel Hill Center is a non-profit organization. Its mission is to help people with psychiatric disabilities make choices and acquire skills that increase their self-reliance and ability to live and work in the community. Laurel Hill Center serves nearly 600 Lane County adults annually.*

*Laurel Hill Center is an Equal Opportunity Employer. Qualified candidates will receive consideration for employment without regard to race, color, religion, gender, or national origin.*

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Tel: (541) 485-6340 • Web: [www.laurel.org](http://www.laurel.org)

Staff signature: \_\_\_\_\_

Date: \_\_\_\_\_