



## YWCA Madison - Job Description

**Job Title:** Receptionist  
**Department:** Operations  
**Reports To:** Resident Services Manager  
**FLSA Status:** Non-Exempt  
**Revision date:** June 2021

### Summary

The Receptionist is responsible for maintaining a presence at the front desk providing daytime reception at our business office/residential facility between the hours of 8:00 a.m. – 4:30 p.m. The Receptionist is responsible for ensuring excellence in customer service and the monitoring of safety and security of staff and building residents. Serves as a point of contact for building residents, directs clients to appropriate personnel, distributes information, responds to resident queries and complaints in a trauma informed manner, investigates disturbances, responds to emergency situations and completes the appropriate paperwork.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

#### *Customer Service*

- Answers incoming telephone calls, determines the purpose of callers, and forwards calls to appropriate personnel or resident floor.
- Takes and delivers messages or transfers calls to voicemail when appropriate personnel or building residents are unavailable.
- Answers questions about organization and provides callers with address, directions, and other information.
- Welcomes on-site visitors, determines the nature of business, and announces visitors to appropriate personnel.
- Provides support to residents of the building by distributing information, forms, resources, mail, apartment keys, etc.
- Responds to resident queries and complaints in a trauma informed manner; documenting building incidents.
- Prepares travel vouchers for clients to include issuing cab vouchers when appropriate.
- Collects rent payments and issues receipts for cash received.
- Schedules appointments with the appropriate personnel.

#### *Safety and Security*

- Monitors traffic flow through the lobby by acknowledging the presence of individuals entering and leaving the building, determining the purpose of their visit or resident statuses, and if they have properly checked in at the desk.
- Monitors visitor access and issues passes when required.
- Monitors security cameras.
- Locking all entrances at specified times in the evening, as well as locking off access to different areas of the building.
- Observes and documents concerns related to building residents on and around the property.
- Follows building procedure in responding to unattended children.
- Responds to emergency situations and connects law enforcement officers and emergency health care providers with the appropriate staff members.

- Exercises judgment during crisis situations.

### *Operations Management*

- Collaborates with the Resident Services Manager for the overall coordination of the front desk unit.
- Assesses the efficiency of Front Desk Operations procedures, provides feedback, and assists in the creation and revision to procedures in conjunction with the Operations Director and Resident Services Manager.
- Documents physical building issues (i.e. elevator function, building keys, etc.) and reports to the Facilities Manager for repair.
- Maintains resident rosters making updates and revisions as needed.
- Receives, sorts, routes, and distributes mail.
- Updates room reservation calendars by scheduling meeting requests.
- Completes the appropriate move-in/out paperwork for all residents of the building.
- Completes and files the appropriate paperwork as needed i.e. incident reports, etc.
- Maintains a clean and orderly work environment behind our front desk.
- Assists Directors in completing special projects.
- Performs other clerical duties as needed

### **Qualifications**

- Associate's degree in human services or related field, or 1-3 years related work experience in the area of residential housing, affordable housing programs and/or homeless shelter programs.
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Knowledge, Skills and Abilities:**

- Must support the YWCA mission: eliminating racism and empowering women, and demonstrate the competencies listed in the YWCA Madison Competency Model
- Experience working with low income populations; especially with individuals with mental illness &/or AODA issues.
- Knowledge of Trauma Informed Care practices
- Ability to make appropriate judgment calls during crisis situations

### **Additional Requirements**

- N/A