

**SCHOOL SISTERS OF NOTRE DAME
CENTRAL PACIFIC PROVINCE
Job Title: Receptionist**

Date: 3/28/2019

Location: Elm Grove, WI

Department: NDEG Switchboard

General Summary:

The Receptionist is the first line of contact for all external visitors and incoming callers. This position processes internal and external calls using the call manager system, paging, security and emergency systems; receives visitors and routes packages and mail. The Receptionist assures that the services of the department are provided within the philosophy and mission of the School Sisters of Notre Dame, Central Pacific Province and according to the policies of the facility.

Essential Duties and Responsibilities:

1. Answer telephone, screen and direct calls.
2. Take and relay messages.
3. Provide information to callers.
4. Greet guests entering organization and provides assistance as needed.
5. Direct persons to correct destination.
6. Ensures knowledge of staff movements in and out of NDEG.
7. Provides general administrative and clerical support.
8. Maintains a professional and welcoming atmosphere in the reception area.
9. Receives notice of deliveries and contacts the appropriate person or department for distribution or pick-up.
10. Performs other related duties as requested.
11. Actively participates in or initiates problem solving in job related issues.
12. Attends and participates in facility and staff meetings/seminars as needed.

Knowledge, Skills and Abilities

1. Processing telephone calls via the CISCO Unified Call Manager Attendant Console.
2. Able to use the push-to-talk phone system to contact managers and other staff.
3. Able to utilize Microsoft Office 2013, Word, Excel and Windows 7 at an intermediate skill level.
4. Able to deliver basic administrative and clerical functions.
5. Service Orientation — actively looks for ways to help people and knowledge of customer service principles and practices.
6. Excellent verbal communication skills.
7. Professional personal presentation.
8. Attention to detail.
9. Initiative.
10. Reliability.

Other Qualifications:

- High school diploma or equivalent

- Minimum of one year of experience performing reception functions and operating an IP call processing system
- Must be able to safely respond to emergency situations in a timely manner
- Flexibility and availability to pick up additional shifts as needed
- Working holidays are included with this position

Job Type: Part-time (15 hpw) 2nd shift (other shifts may become available and need to be filled)

Benefit Eligible: No

If you are interested in this position please come into NDEG and complete an application or send your resume to nnoe@ssndcp.org.

If you have any questions contact:

Nikki Noe, Human Resources
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Email: nnoe@ssndcp.org