

Receptionist

Department:	Foundation
Reports to:	Chief of Staff
Classification:	Regular, Full-time
FLSA Status:	Non-exempt
Evenings/Weekends/Holidays:	As needed or assigned by Management
Pay Range:	\$13.50 - \$20.00 per hour

SUMMARY

The National D-Day Memorial is an outdoor facility, open seven (7) days per week. Weekend, evening, and holiday hours may be assigned for this position. The Receptionist provides support by operating a multi-line telephone system and performing a variety of administrative duties that require the ability to multi-task in an occasionally hectic office environment. He or she must exhibit the ability to exercise sound judgment, work independently as well as with others, and provide superior customer service with an emphasis on confidentiality and discretion. All duties are to be performed in accordance with federal, state, and local laws, as well as the policies and procedures of the National D-Day Memorial Foundation. Telecommuting is not applicable for this position.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Field incoming calls, greet visitors, and respond to customer inquiries; routing callers and visitors to appropriate parties.
- Retrieve messages from general voice mail and the general email account and forward to appropriate personnel.
- Assist in the collection, processing, and delivery of postal mail, bank deposits, and interoffice communications.
- Maintain confidentiality and accurate accounting of daily contributions by receiving, opening, and sorting as directed by the Development Director or Chief of Staff.
- Schedule appointments, maintain staff calendar, and make reservations as requested by Foundation management.
- Make travel arrangements as needed such as booking flights, car rentals and/or hotel and restaurant reservations.
- Run business related errands as needed or requested.
- Assist management and co-workers with administrative functions including, but not limited to, production correspondence, reports, drafts, memos; filing; and distribution of board related materials.
- Assist with preparation and distribution of various mailing initiatives to include production of mailing lists and labels; copying material; package, letter, invitation assembly; and transport to post office or other form of delivery service.
- Receive payments and maintain records for donations, ticket sales, and Foundation related activities occurring in the Administrative Office.
- Enter survey results from site surveys.
- Attend Foundation functions to provide support by assisting with set-up and clean-up and answering telephones at the Memorial in support of Foundation events as assigned.
- Maintain office supply inventory by determining needs, researching and compiling estimated cost, submitting purchase requests, and purchasing supplies or materials for all departments once approved.
- Provide day-to-day maintenance support for office equipment to include replacing paper, changing toner and printer cartridges, ordering postage, and troubleshooting equipment malfunctions as needed or requested.
- Arrange maintenance support for equipment issues requiring technical assistance.
- Act as liaison to janitorial contractor for the administrative office to ensure supplies are available and satisfactory service is provided.
- Assist with meeting preparation and refreshments as requested by the Chief of Staff.
- Coordinate schedule with Chief of Staff and co-workers to ensure adequate office coverage.
- Other duties as assigned by Foundation management.

SUPERVISORY RESPONSIBILITIES

This position has no direct reports.

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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, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or GED required. Prefer associate degree or equivalent from two-year College or technical school with six months to two years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively with customers or employees of the organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid driver's license required.

OTHER REQUIREMENTS

This position requires the aptitude and willingness to demonstrate the following KSA's in accordance with the policies and procedures of the National D-Day Memorial Foundation. An effective Receptionist will:

- arrive to work on time and work as scheduled
- exhibit a high level of confidentiality
- exhibit the ability to cross-train and work effectively in multiple environments
- demonstrate effective organizational skills
- multi-task and exhibit a high level of skill with problem resolution
- be detail and deadline oriented with a strong work ethic
- be creative, highly motivated, outgoing, and team oriented
- exhibit above average public relations and customer service skills
- exhibit above average written and oral communication skills
- exhibit intermediate to proficient computer skills with a thorough knowledge of Microsoft applications and the ability to learn other applications as duties require
- work well with the general public
- present a professional appearance, attitude, and demeanor at all times
- make common sense decisions
- work weekend and evening hours as needed or requested
- maintain a positive relationship and work well with management, co-workers, and volunteers
- develop and maintain accurate records



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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 regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand, walk, and sit for extended periods; however, he or she is rarely required to climb or balance, stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 25 pounds but will rarely be required to lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

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.

The National D-Day Memorial is an outdoor facility. Although primarily the duties of this position are performed in an office environment, the employee is occasionally exposed to outside weather conditions. Dependent on the task or circumstance, the employee might be exposed to moving mechanical parts, fumes or airborne particles and vibration. The noise level in the work environment is usually quiet to moderate.

TO APPLY

To apply for this position, please send a cover letter and resume to employment@dday.org.

