



## **JOB DESCRIPTION**

<b>Position Title:</b>	<b>Bilingual Receptionist</b>
<b>Reports To:</b>	<b>Facility Operations Manager</b>
<b>Status:</b>	<b>Full-time, Non-exempt</b>
<b>Schedule:</b>	<b>8:00 am – 5:00 pm, with 1 hour break for lunch</b>

Since 1961, The Senior Source has served greater Dallas as the go-to nonprofit for aging services. We assist older adults at all income levels from the most active to the very frail. People come to us for help with job searches, nursing home advocacy, money management, guardianship, volunteer opportunities and counseling on various aging issues.

The mission of The Senior Source is to enhance the overall quality of life and empower ALL older adults in greater Dallas to THRIVE.

The Receptionist reports to the Facility Operations Manager and will serve as the first point of contact for our organization. The Receptionist will welcome guests and greet people who visit our office or attend our events. Coordination of the front-desk tasks and responsibilities will include collecting intake forms, distributing correspondence, receiving packages and appropriately directing phone calls to program staff according to documented procedures.

It is essential for our Receptionist to maintain a pleasant and patient attitude, as this is also a customer service role and many of our clients come to us for help facing stressful situations.

### **Responsibilities**

- Unlock front doors and prepare reception area for daily business
- Greet and welcome guests as soon as they arrive
- Direct visitors to the appropriate person, room or office
- Answer, screen, and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and materials (pens, forms, and brochures)
- Provide basic and accurate information in-person and via phone/email



## THE SENIOR SOURCE®

- Assist in maintaining office security by following safety procedures, monitoring cameras, and controlling access to the building
- Responsible for tracking Visitor/Loaner badge check-out
- Maintaining a punctual schedule for opening and closing the front doors of the agency
- Training volunteers to assist with front desk duties
- Ensure that building is securely locked upon exit and closing procedure is followed
- Update and utilize Outlook calendar for front desk schedule
- Ensure that Front Desk Procedures and staff list documents are up to date and accurate
- Perform other clerical receptionist duties such as filing, preparing correspondence, and other light-duty administrative tasks
- Lock front doors securely at the end of the business day
- Other duties as assigned

### **Qualifications**

- Solid written and verbal communication skills in English and Spanish
- Professional appearance and demeanor
- Work experience as a Receptionist, Front Office Representative or similar role
- Proficiency in Microsoft Office Suite including Outlook, Word, and Excel
- Experience with Cloud file-saving software such as Box or Dropbox
- Ability to be resourceful and proactive when issues arise
- Ability to create and maintain an organized and clean workspace
- Ability to prioritize tasks while multitasking
- High school degree or GED
- Minimum intermediate level technology skills (internet, email, online calendar, file maintenance, messaging, etc.)

To Apply: Email cover letter, resume and salary requirements to The Senior Source, Shannon McElvany-Ballard: [smcelvany-ballard@TheSeniorSource.org](mailto:smcelvany-ballard@TheSeniorSource.org). Equal opportunity employer/service provider.