

Front Desk Receptionist - Position Description

Bergamo Center for Lifelong Learning

Position Summary

Answers the phone and directs phone calls to the appropriate person or takes a message. Enters data accurately and timely on required forms. Check in and out guests. Assists guests with any questions or problems. Ensures that all guest needs and hospitality services are furnished to groups as agreed. Provides accurate communication of information between guests and the Bergamo staff. Report any maintenance problems to the Custodial/Housekeeping Supervisor.

A. Essential Duties

1. Check guests in and out, check registration forms as guests arrive and leave, give guests Bergamo fact sheets, and explain checkout times and keys. Collect payment from guests as necessary.
2. Operate switchboard, transfer calls, take accurate messages when necessary and see that they are delivered in a timely fashion.
3. Provide small amenities for guests such as making change, selling stamps and postcards, giving directions, providing pamphlets on Bergamo activities and grounds.
4. Work with housekeeping and custodial personnel reporting and receiving information, updating forms, and arranging for requests by guests.
5. Refer sales inquiries to appropriate personnel.
6. Implement safety or evacuation plans in case of emergencies, such as fire, tornado, and bomb threat.
7. Call Mount St. John Facilities for assistance after normal office hours in case of maintenance emergency.
8. Perform and carry out duties listed on front desk daily checklist.
9. Completes required paperwork and computer updates during the shift.
10. Performs basic office functions such as: filing, organizing, keeping detailed and accurate records, and typing.
11. Perform other duties or projects at desk as assigned by the Director, Conference Planning or other administrative staff members

The above is not intended to be an exhaustive listing of all the responsibilities, duties, and required skills of this position. There are other non-essential duties the Front Desk Receptionist will be required to perform. The Bergamo Center has the right to change duties and responsibilities required for the position of Front Desk Receptionist.

The Front Desk Receptionist must perform all duties in the manner consistent with the Mission Statement of Bergamo Center and the "Guest Comes First" policy. Evaluation of the performance will be based on the fulfillment of the above duties efficiently and accurately with the proper professionalism and as they represent the mission and goals of Bergamo Center for Lifelong Learning.

B. Requirements

1. Receptionists must be in school or have a high school diploma or equivalent.
2. Position demands constant contact with public and receptionist must be guest-service oriented. Receptionists should be friendly, courteous, good listener, welcoming, patient, and willing to put request of guests first.
3. Must be able to use basic office equipment such as switchboard, Energy Management System, computer with Microsoft Windows, and copy machine.
4. Adaptable to various situations and functions along with good reasoning skills. Able to perform under pressure.
5. Ability to handle multiple tasks simultaneously.
6. Possesses strong reading, writing, mathematical, and oral communication skills. Can communicate in clear and articulate voice.
7. Communication skills to interact with management, associates, subordinates, vendors and guests.
8. Employee authorizes direct deposit of pay.
9. Reliable transportation to and from work is essential.

C. Hours

This is a part-time hourly position – between 20 to 26 hours per two-week pay period. Hours may vary, but typically the evening receptionist hours are from 3:30 pm. to 10:00 pm. And weekend morning receptionist hours are from 7:00 am to 3:30 pm.

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____