



Empowering people to live and love as Good Samaritans

## Receptionist

### Job Description

#### Benefits

Good Samaritan Ministries offers paid medical and dental insurance, paid sick time, a generous 401K match after one-year, paid time off which increases after three years and cost-of-living increases.

#### PROGRAM/DEPARTMENT SUMMARY:

The Receptionist plays a crucial front-line role in the overall "GSM office culture" and the perception of clients, volunteers, staff and potential partners at Good Samaritan Ministries (GSM). This individual is the *first face* that often greets those walking in the door. The Receptionist must represent GSM in the best and most positive light possible. *The Receptionist exudes the GSM culture of loving God and our neighbors.* The Receptionist provides a great experience for new and returning visitors, clients and staff as well as joyful support of staff, counselors, group / class attendees, and volunteers. This person is responsible for the smooth and effective running of all front office activities including scheduling, new appointments, intake and other processes. *A pleasant and professional demeanor is expected at all times, as well as a positive attitude, proper attire, and a professional phone manner and etiquette.*

#### GENERAL POSITION SUMMARY:

This individual will report to the Office Administrator and will assist staff and volunteers to support the office. This individual will present a hospitable and welcoming environment to all incoming visitors, including but not limited to potentially difficult clients, family groups, volunteers and regular visitors. This person maintains order and the *smooth flow* of all incoming visitors to the ministry which includes greeting clients, proper phone etiquette, scheduling appointments, messaging, receiving intake forms, etc. This individual exemplifies the GSM core values at all times.

#### ESSENTIAL JOB FUNCTIONS

- This person will be responsible for answering a multi-line phone system in a professional manner and letting counselors know when their clients have arrived. Also, receive international calls and forward as directed.
- This staff member will be responsible for forwarding calls to staff and their individual voicemails and, when necessary, providing clear and concise phone messages and communicating those messages in the appropriate manner to ensure the recipient understands the message clearly and accurately. This person will ensure that they ask any clarifying questions to make sure the recipient fully understands the purpose and priority of the phone message.
- Responsible for coordination of accurate client appointments while ensuring clients are fully aware of appointment time and date, and train others to *repeat information back to clients* to reinforce information has been received accurately.
- This individual will work with the Office Administrator and counselors to ensure policies and procedures regarding counselors, scheduling, and clients is accurate. Filing cabinet and interior room keys management. Confidentiality of contact and mental health information is paramount. Print forms and prepare first appointment folders.
- Maintain accuracy of a GSM front desk manual and outside resource contacts
- Understand the flow of the front desk, filing, and copier/printer utilization. This includes, but is not limited to: the location of supplies, the operation of the phones and scheduling of clients, event information, hospitality support.



- Responsible for providing driving directions and bus routes to those requiring information.
- Facilitate and Manage Appointments for clients/counselors via scheduling software.
- Support and assist in the schedule for events, staff/volunteer needs, including booking business park conference rooms when necessary for classes or meetings, and helping facilitators with supporting information, equipment (AV), and open/closing instructions for office security.
- Other duties as assigned or requested including Excel report production/ email distribution preparation.
- This person would cover the front desk 8:30 to 5 pm with a ½ hr break for a 40-hr week. Counseling Appointments are scheduled for Mon-Fri 10 am to 8 pm and Saturdays for some counselors. Hospitality will include welcoming people into a tidy reception area with Keurig coffee and tea available.

#### **Printing**

- Experience with printer/scanner/copier office equipment and use of fax machine.

#### **KNOWLEDGE AND EXPERIENCE**

- Effective verbal and written communication skills
- Proven ability to successfully communicate project purposes, goals and objectives; and initiate and maintain positive relationships with staff, program staff and donor agencies.
- Proficiency in Microsoft Office programs, including Word, Excel, Outlook, as well as willingness to learn appointment scheduling software. We use DaySmart appointment scheduling platform. Use of PowerPoint or Canva for making signs and flyers is helpful.
- Staff and volunteers often lead tours and information about the international ministry history/timeline to first-time visitors of the headquarters office. The receptionist will at times be prepared to also answer questions and give tours.

**ACCOUNTABILITY - REPORTS DIRECTLY TO:** Office Administrator

**WORKS DIRECTLY WITH:** Office Staff, Field Directors, International staff and volunteers, counselors and interns.

#### **SUCCESS FACTORS:**

The successful Receptionist will be able to work alone and have the ability to thrive in a fast-paced, multi-tasking environment while maintaining respect for staff and colleagues. The Receptionist is seen as a leader, able to motivate and mentor others successfully and ensure a team and collaborative environment inspiring others to achieve team goals. An ability to set daily and weekly goals is important to the position. Good Samaritan Ministries is a *highly collaborative and lateral organization* that encourages strong self-initiative as well as team spirit. In order to succeed in this environment, the candidate should be highly organized, anticipate next steps in workflow, and innovation. He/she should also demonstrate meticulous and accurate work, good communication and outstanding collaborative skills with a willingness to go the extra mile. The successful receptionist will demonstrate a strong understanding and sensitivity towards the diverse cultural, political and religious environments of all GSM ministries.

#### **LIVING /ENVIRONMENTAL CONDITIONS:**

Good Samaritan Ministries is based in Beaverton, Oregon. GSM Team members represent the agency both during and outside of work hours. Team members are expected to conduct themselves in a professional manner and respect local laws, customs and GSM policies, procedures, and values at all times and in all in-country venues.



**WORKING CONDITIONS:**

Work is performed in a standard office setting and requires regular focus on a computer screen. May be required to sit, type at the keyboard, write, hear and speak for extended periods. Work activities may include bending, stooping, and kneeling. May be required to lift up to 30 pounds.

Some travel may be required. Possession of a valid Oregon or Washington driver's license is necessary. A criminal background check will be required.

**SUBMIT:** A cover letter, resume, application and professional references in person or via mail or email to [teresa.stroup@gsmusa.org](mailto:teresa.stroup@gsmusa.org)

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