



Receptionist

General Description

The Receptionist is responsible for answering all incoming phone calls, making calls as needed, greeting GCCI visitors, general office cleaning, record keeping, assisting in with distribution, and providing information to prospective members.

Reporting

This position reports to GCCI Secretary

Time Commitment

This position requires 1 day/week

Any position working a minimum of 2 days/week, may remain on their current team or they may elect to join the warehouse team

Key Responsibilities

1. Answer GCCI phone and refer calls to appropriate staff person
2. Log all donor calls and provide the Distribution Clerk with information
3. Make calls from time to time at the request of others
4. Maintain informational copies for any e-box recipient or team and obtain any required signatures
5. Greet visitors and direct them to appropriate staff person
6. General office cleaning including vacuuming, dusting, and trash disposal
7. Assist in distribution of e-boxes when needed
8. Share information about GCCI with prospective members over the phone and follow up by emailing information
9. File distribution sheets
10. Log truck tickets
11. Log email sheets
12. Other duties as assigned

Qualifications

1. Knowledge of GCCI programs, policies, procedures, and practices
2. Knowledge of basic computer skills
3. Effective internal customer service skills
4. Effective written and oral communication skills
5. Ability to follow instructions
6. Knowledge of office etiquette
7. Ability to multi-task



8. Attention to detail
9. Positive attitude