



Job Title: Receptionist
Reports To: Director of Operations and Strategy
FLSA Status: Part Time, Non-Exempt
Department: Administration
Location: M4A Office

Summary: Under the direction of the Director of Operations and Strategy, the Receptionist is the first M4A team member to greet visitors and to speak with callers to M4A. The M4A Receptionist fulfills a valuable role as the face and voice of the organization; therefore, M4A considers the M4A Receptionist to be a critical and important member of the M4A Team. The Receptionist provides essential support to the Aging and Disability Resource Center (ADRC) and to the Administrative Team by supporting the Administrative Assistant. Duties of the Receptionist include general clerical duties, ADRC support, and ADRC follow up.

Essential Duties and Responsibilities include, but are not limited to, the following:

The Receptionist performs a wide range of duties including some or all of the following:

- Greets visitors and directs them to the appropriate meetings or staff member.
- Responds to basic questions from callers, clients, and others regarding M4A services by taking live calls.
- Professionally answers calls to M4A.
- Promptly and politely routes callers to the appropriate individual, program or department.
- Takes telephone messages for staff as needed.
- Completes and logs initial client intake forms for the ADRC team
- Assists ADRC with client calls.
- Follows-up on ADRC clients.
- Promptly and accurately completes all documentation for ADRC client follow-ups.
- Works with the Administrative Assistant to appropriately handle all incoming and outgoing correspondence, including supply orders and deliveries.
- Processes mailout requests for the ADRC Team and for the Administrative Team, which includes other M4A Receptionists.
- Performs other duties as assigned.

Education / Experience:

- Possess a Bachelor of Arts (BA) or Bachelor of Science (BS) degree, preferably in human services related field, from an accredited college or university.
- To perform this job successfully, an individual should have knowledge of word processing software, preferably Microsoft Word, and spreadsheet software, preferably Microsoft Excel and be able to learn program software.
- AIRS certification preferred and required after one year of employment.

Essential Functions / Physical Requirements:

The requirements below are required with or without reasonable accommodations:

- Ability to tolerate walking, standing, crouching, reaching, and sitting throughout the day.
- Ability to meet the attendance requirements for the position.

- Ability to drive to locations necessary for to fulfill the responsibilities of the position.
- Ability to occasionally lift and/or move up to 10 pounds.

Benefits:

- Retirement Systems of Alabama: www.rsa-al.gov
As a Tier 1 Member the per pay period contribution is 7.5%.
- Monthly \$35 phone stipend

How to Apply:

Email cover letter, resume, list of three references and salary requirements and to:

Lisa Adams, LMSW - HR and Operations Director at LAdams@m4a.org

Applicants who do not submit all requested information may not be considered.

Deadline to Apply- Open until filled.