



PM FRONT DESK COORDINATOR

Job Title: Front Desk Coordinator
FLSA Status: Non-Exempt
Hours: Monday-Friday 12:00 p.m. to 4:00 p.m.
Reports To: Operations Manager

POSITION OVERVIEW

The Front Desk Coordinator is an enthusiastic member of the Amazing Place team, approaching work with energy and creativity. The Front Desk Coordinator welcomes all to Amazing Place – participants, families, volunteers, staff and visitors – and plays a pivotal role in setting a warm and hospitable atmosphere for the organization. Ensuring participant safety is a critical component of the position. In addition to these duties, other administrative work is assigned on an ongoing and as needed basis.

RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:

- Welcome families and caregivers warmly each day. Ensure in a caring and helpful manner, that all participants arriving or leaving follow current protocols.
- Demonstrate both flexibility and responsibility in understanding and interpreting various needs of our participants and their families.
- Report any unusual observations regarding Participants and their needs to Participant Program Director, Nurse, or Day Program Director .
- Initiate and assist as needed: sign in for vendors, visitors, interns and/or entertainment personnel in accordance with current protocols.
- Keep sign-in logs / systems available and updated for volunteers, visitors, and in-kind contributions that are received.
- Monitor any participant's unusual entry into the lobby during the day. Gently and kindly redirect Participants to Day Program areas as needed, in coordination with Day Program Staff.
- Be alert to unusual Participant activities in the lobby area, helping to prevent Participant elopement / unscheduled exit from the building.
- Be proficient in the Storicare and Volgistics data bases, and enter attendance into the data base daily. Provide a monthly report to Accounting and any other related reports as needed.
- Answer all incoming calls and direct to the appropriate extension. Provide a pleasant voice and be helpful to all who call with questions. Check voicemail messages daily, distributing all messages on a timely basis.
- Monitor front lobby / coffee station / copy area for cleanliness and neat appearance to ensure a good first impression for visitors.

RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO: (continued)

- Communicate effectively with the other Front Desk Coordinator and volunteers to ensure smooth transition of duties upon arrival / departure.
- Create Participant nametags as needed with information provided by Day Program Director.
- Distribute incoming mail and packages daily.
- Maintain electronic mail log for incoming checks and submit to Accounting daily.
- Clear copier basket every morning, fill paper trays, become proficient in use of copier/scanner and how to clear errors. Report issues to Operations Manager and know how to communicate to vendor if necessary.
- Update the Amazing Place Calendar in Outlook with staff time off, holidays, staff training and board/council meetings. Monitor calendar daily to ensure awareness of staff availability.
- Maintain adequate supply of forms in mail room for use as needed.
- Maintain Front Desk Manual with accurate / current task details for substitute staff or volunteers that fill in for front desk coordinator. Make sure any changes in duties/responsibilities are recorded timely and manual is reviewed no less than twice per year for accuracy (Q1 and Q3).
- Maintain proficiency with a variety of technologies including MS Office, Word, Excel, and data base tools.
- Other duties as assigned.

QUALITATIVE DIMENSIONS OF POSITION

- Approaches work with energy, enthusiasm and creativity.
- Practices non-judgmental, unconditional acceptance of our participants.
- Demonstrates warmth and kindness.
- Maintains a cheerful, friendly and positive attitude.
- Demonstrates patience and center-approved techniques to educate and communicate with Amazing Place participants.
- Speaks clearly and persuasively in positive or negative situations.
- Utilizes listening skills to gain clarification and responds appropriately to questions.
- Upholds organizational values, working with integrity at all times and treating people with respect.
- Demonstrates the ability to adapt to frequent changes, delays, or unexpected events that are endemic to working with the specified population.
- Reacts well under pressure.
- Observes safety and security procedures; reports potentially unsafe conditions.

EDUCATION REQUIREMENTS

High school diploma and 2-3 years of experience.

CERTIFICATES, LICENSES AND REGISTRATIONS REQUIRED

Maintains current CPR, AED.

SPECIAL KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Possesses solid organizational skills as well as intermediate to advanced computer/technology proficiency. Understands the concept of being a team player in a work environment where employees consistently come together for the greater good. Recognizes that the unpredictable nature of working with dementia patients could occasionally involve contributing more than your share of the work load to achieve a departmental or participant outcome. Maintains a cheerful communication style, demonstrating the necessary patience to work well with persons who have mild to moderate dementia.

Fluent Spanish language competency including speaking, reading, and writing is preferred.

COMPETENCY

Amazing Place's mission is to provide fellowship, memory care and wellness for adults with mild and moderate memory loss, and to support their families and the community. Consequently, we feel that in order to fulfill this mission, we must strive to hire employees who possess the following qualities. A successful candidate must be

- Respectful
- A Team Player
- Flexible
- Trustworthy
- Empathetic
- Considerate

To perform the job successfully, an individual should demonstrate the following competencies:

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

COMPETENCY (continued)

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include Close vision. While performing the duties of this Job, the employee is regularly required to reach with hands and arms and talk or hear. The employee is regularly required to stand; walk and sit.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

Employee Signature

Date