

Job Description

Job Title	Receptionist		
Reports to	Senior Director of Accounting		
Effective Date	October 3, 2019	Manager of People	No
FLSA Status	Non-exempt, Part-time	EEOC Class	5

ABOUT NCHA

NCHA is a statewide trade association representing more than 130 hospitals providing acute care, ambulatory care, sub-acute care, rehabilitative, home health and hospice services, behavioral health services, state psychiatric inpatient services and veterans' services. The association promotes and supports our members and associated partners by advocating for sound public policy, advancing collaborative partnerships, and accelerating innovation to improve the health of the communities where we live and work. NCHA achieves this work by leverage the scope and scale associated with a \$17+ million-dollar organization, which is funded by members' dues, grants, and shared service.

PURPOSE

Manage the telephone switchboard, welcome visitors, and assist team members with administrative and/or clerical tasks. Provide exceptional customer service to NCHA members, visitors, vendors and guests. **This is a part-time position with two shifts from either 8:30 am – 12:45 pm and 12:45 pm – 5:00 pm.**

RESPONSIBILITIES

- Receive, screen and direct callers to specific employees or voicemail extensions.
- Greet members, visitors, and guests; determines the purpose of each persons visit and directs or escorts him or her to the appropriate location.
- Answer questions of callers and visitors based on knowledge of association organizational structure and procedures or direct them to appropriate person for assistance.
- Receive mail, documents, packages, and courier deliveries and delivers or distributes items.
- Develop, coordinate, and maintain relief schedule for front desk coverage.
- Assist with support needs (administrative and/or clerical duties) upon request.
- Meet vendors of services to the North Carolina Healthcare Association, record their visits, and inform them as needed on North Carolina Healthcare Association matters requiring service.
- Manage stock and the ordering of supplies.
- Manage and maintain catering kitchens by loading/unloading the dishwashers, restocking supplies, and performing required duties to maintain the upkeep of the kitchens.
- Assist and oversee catering requests by NCHA staff by placing catering orders, directing catering vendors, set-up and clean-up of catering, and any other requests.
- Assist team with building maintenance.

- Perform duties for association staff, including typing, incoming, and outgoing mail handling; making, screening, and answering telephone calls and correspondence; filing, copying, and other related duties.
- Perform other tasks and duties as may be identified by the president, the supervisor or the position itself.

MISSION/VISION/VALUES

- Embrace the NCHA mission to improve the health of the communities where we live and work by advocating for sound public policy and collaborative partnerships.
- Support the vision for A North Carolina where high-quality healthcare is equitable and accessible for all.
- Demonstrate the association's core values in all relationships, at all times. Respect. Integrity. Teamwork. Accountability. Perseverance.

INTERNAL RELATIONSHIPS

- Has contact with all Association team members and tenants of building regarding calls and requests for service and maintenance.

EXTERNAL RELATIONSHIPS

- Has extensive contact with members and the general public. Has extensive contact with parcel service companies and vendors of services to the NCHA.

EDUCATION AND EXPERIENCE

- High school diploma or equivalent.
- Minimum one (1) year of administrative experience or related experience.
- An equivalent combination of education, training, and experience may be considered.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of office administration.
- Excellent interpersonal, communication, computer skills.
- Ability to establish and maintain effective working relationships with co-workers and managers.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- Work performed mostly in an office environment.
- Uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines throughout the workday.
- Must be able to lift up to 15 pounds at times.

North Carolina Healthcare Association is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, age, sex, national origin, veteran status, disability, sexual orientation, sexual preference, or other protected status.