

## **Community Foundation of Sarasota County Job Profile**

**Title:** Receptionist/Administrative Assistant  
**Date:** 5/1/24  
**Reports to:** VP, Human Resources  
**Status:** Non-Exempt

### **Purpose:**

This position serves as the first point of contact (telephone and in-person) for external stakeholders including donors, professional advisors, nonprofit organizations, and community leaders, but also acts as an integral resource for internal staff. The incumbent ensures the Foundation's customer service brand is represented in all interactions and tasks. Essential duties include managing the main phone line, welcoming visitors; processing mail; recording cash receipts, setting up and/or editing donor profiles in the customer/financial database (FIMS), tracking/ordering/distributing office and building supplies, and coordinating with facility vendors to schedule service visits. This is an in-office position and does not allow for remote work on a regular basis.

### **Responsibilities:**

- Ensure incoming phone calls are answered quickly and professionally, then routed accordingly.
- Monitor guests arriving at building and provide electronic access to front door; welcome guests and announce arrival to appropriate staff member(s); lead guests to meeting room and/or elevator, as needed; provide refreshments, as needed.
- Receive, sort, distribute incoming mail/packages in a timely manner. Collect outgoing mail and drop into external mailbox.
- Greet vendors and announce arrival to appropriate staff member(s); direct accordingly.
- Monitor incoming messages received after-hours (phone line, central email address, website contact form); respond to or forward to appropriate staff member(s) in a timely manner.
- Post and log daily cash receipts; update FIMS donor profiles; coordinate receipts with Finance team.
- Inventory & order supplies for printers/copiers/postage machines; report/track service issues.
- Inventory and order office and facility-related supplies, along with CFSC-branded materials.
- Assist with clerical tasks related to initiatives (Season of Sharing, The Giving Challenge, others) or other general tasks (printing, copying, scanning, etc.), as needed.
- Ensure employee phone directory is always up to date.
- Ensure reception and client coffee/waiting areas are well-maintained and professional.
- Train new employees on various processes, including use of postage machine, meeting room reservation system, copiers/scanners, phones, office processes, customer service standards, etc.

**Qualifications:**

- High School Diploma or GED plus at least 1-2 years business experience.
- Proficient in managing a multi-line phone system.
- Highly developed interpersonal, communication and customer service skills; professional telephone etiquette; very detail-oriented; active listener.
- Able to ensure confidentiality of sensitive information.
- Effective time management and organizational skills; resourceful; adept at multitasking.
- Proficient with Microsoft Word, Outlook and Excel. Experience with MS-Teams a plus.
- Able to self-support for basic computer and network problems.
- Experience working with a customer relationship management database helpful.
- Primarily a sedentary role (i.e., sitting at a desk) but incumbent is frequently required to walk throughout the building for various tasks. May need to lift, move, push or pull up to 10 pounds.