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| **Community:** | Maple Farm |
| **Department:** | Maple Farm Office |
| **Reports to:** | Leadership-->Administrator |
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| **Overview:** | This position is responsible for resolving requests and questions received over the telephone and in person. |
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**Essential Functions**

* Complies with established policies and procedures and maintains established standards and practices including the Compliance Program/Code of Conduct.
* Follows Residents’ Rights policies at all times.
* Receives incoming phone calls, determines the nature of each call, and either resolves the call whenever possible, or transfers the caller to the appropriate individual.
* Screens calls to the Administrative office and either resolves caller issue or answers caller questions where applicable.
* Welcomes guests and residents who approach the Reception Desk and provides assistance as appropriate.
* Greets individuals arriving for appointments and tours:
* 1. Offers coffee or other beverage
* 2. Offers to hang coats
* 3. Notifies the person who scheduled the tour of the arrived appointees
* Clears counters to ensure there is no clutter, brochures or magazines.
* Keeps the reception area, including the desk, neat and tidy at all times.
* Comes to work as scheduled, and consistently demonstrates dependability and punctuality.
* Attends all in-services and training sessions relevant to the position.
* Places confirmation phone calls and responds to email inquiries.
* Delivers outstanding customer service with intent to provide residents, future residents and visitors with a "delightful" experience.
* Performs light typing.
* Sorts incoming mail, distributes to the appropriate mailbox. Forwards mail as needed.
* Supports the Maple Farm team as needed, as part of the broader GSC team.
* Supports the weekend manager on duty.
* Performs other duties and responsibilities as assigned.

**Secondary Functions (where applicable)**

* Assists the Administrative Assistant as requested.
* Performs secretarial duties for other departments as necessary

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**Job Qualifications**

* Projects a pleasant and cheerful attitude.
* Possesses good telephone communication skills.
* Possesses the ability to make contact with local service providers and establish working relationships.
* Computer proficiency is essential.
* Maintains working knowledge of Microsoft Office.

**Equipment to be Used**

* Computer and other office machines such as fax machine, telephone, calculator, copier, stamp machine etc.

This job description does not constitute a contract for employment.

I have read, understand, and will comply with this job description.

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Team Member Name (Please Print)

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Team Member Signature Date

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Department Supervisor Signature Date

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Human Resources Director Signature Date