



POSITION DETAIL			
Title	Receptionist \$17/Hour		
Department	Sylvania Senior Center		
Reports to:	Sylvania Senior Center Director		
FLSA	Non-Exempt	Status	Full-Time
Primary Site Location:	Sylvania Senior Center		

POSITION OVERVIEW

The Receptionist is a highly motivated and customer-oriented individual at the Sylvania Senior Center. This is a dynamic, fast-paced position that plays a vital role in delivering exceptional service to our active senior community (ages 55+). The position requires excellent communication skills, strong office administration experience, and the ability to multitask effectively under pressure. As the first point of contact for visitors and participants, the Receptionist will ensure that all administrative functions run smoothly while maintaining a welcoming and supportive environment for all members.

ESSENTIAL FUNCTIONS

- Greet visitors and participants with excellent customer service skills.
- Answer phones, provide information, direct calls to appropriate staff, and take accurate messages.
- Register participants for classes/programs/special events/lunches/transportation in-person, on the phone, and from emails.
- Take payments and count money for classes, ticket sales, donations, and special events.
- Give facility tours and provide information on programs and services.
- Receipt writing, donation processing, record keeping, and report writing.
- Perform general administrative tasks- making copies, sending faxes, responding to emails, etc.
- Assist program staff with check-ins for classes, assist with setup and facilitation of scheduled programs and special events as needed and requested by program staff.
- Create, maintain, print special programs & events rosters and sign-in sheets and monthly lunch menus.
- Maintain office subscriptions and accounts, including billing.
- Prepare weekly bank deposits.
- Coordinate calendar -schedule appointments, meetings, and events.
- Data entry and report generation.
- Maintain office supplies, inventory, and purchases.
- Coordinate/perform maintenance for telephone, printer, POS system, and other equipment repairs.
- Perform all duties within the framework of the policies, procedures and guidelines of Sylvania Community Services.
- Miscellaneous duties as assigned.

WORK ENVIRONMENT

- Work independently while managing multiple priorities.
- Attend occasional evening or weekend events.
- Adapt to a fast-paced, collaborative, and mission-driven environment.



POSITION DETAIL			
Title	Receptionist \$17/Hour		
Department	Sylvania Senior Center		
Reports to:	Sylvania Senior Center Director		
FLSA	Non-Exempt	Status	Full-Time
Primary Site Location:	Sylvania Senior Center		

EDUCATION AND QUALIFICATIONS
<ul style="list-style-type: none"> • Two (2) years of office administration experience • High School Diploma required • Valid Driver’s License • Able to lift 50 lbs. • Ability/stamina for continuous standing/crouching/squatting/ keyboarding

SKILLS, KNOWLEDGE AND ABILITIES
<ul style="list-style-type: none"> • Enjoy working with older adults • Excellent customer service, telephone etiquette, and communication skills • Proficient computer literacy skills (Microsoft Office Suite) • Knowledge of basic office equipment (copy machine, phones, fax, etc.) • Ability to multi-task and work well under pressure • Strong organizational skills with the ability to prioritize tasks effectively • Attention to detail and accuracy in data entry and record keeping • Team oriented

REVIEW SIGNATURES			
Employee		Date	
Supervisor		Date	