



## Receptionist

### **Position Summary:**

The agency Receptionist assists clients and staff alike, working closely with staff to notify them of incoming calls, preparing outgoing mail, and making copies or processing assigned documents. The Receptionist will also manage assigned office tasks while also answering questions and helping visitors who visit the office. They may also be responsible for taking inventory of office supplies and placing orders accordingly.

### **Essential Duties and Responsibilities:**

The Receptionist is responsible for the following key duties and expectations:

- First Impression – this position is the first introduction to the organization and should present a professional appearance and inviting atmosphere to staff and clients.
- Possess both verbal and written communication skills to interact clearly with clients, vendors, and other employees.
- Demonstrate strong organization skills to keep accurate records and find important information quickly.
- Utilize time management skills to prioritize and complete a wide variety of tasks throughout the day.
- Exhibit patience and positive listening skills to respond appropriately and interact positively with agency clients.
- Possess interpersonal skills to create a pleasant experience for all clients, such as being personable and attentive.
- Process assigned bills, agency drawdown forms as instructed by the direct manager.
- Organizes files for client records, assists with audit preparation as instructed.
- Maintains conference and training room schedules.

### **Teamwork/Leadership**

- Build collaborative relationships with staff and managers to facilitate program improvements.
- Model solution-focused and problem-solving skills.

### **Professionalism and Work Conduct**

- Behaves with integrity, demonstrates high ethical standards, and displays a positive image for Of Color, Inc.
- Acts in a professional manner at all times and maintains appropriate boundaries with clients and staff.
- Demonstrates accountability for results and keeps commitments to others.
- Reports to work, meetings, trainings, and job-related activities prepared, on time as scheduled.
- Demonstrates openness and respect for cultural and socioeconomic characteristics of clients and coworkers.
- Understands and supports agency's standard of cultural proficiency and strives to meet it.
- Performs other related tasks as required or assigned.

**Education /Job Experience/Certification:**

- High School Diploma with at least two years of proven experience in clerical, receptionist, or office support work, or;
- AA degree preferred (human services, business, or related field) with at least one year of proven experience in clerical, receptionist, or office support work
- Highly skilled with Microsoft Suite platforms (Word, Excel, PowerPoint, etc.) or other related platforms preferred
- Demonstrated skills of teamwork, familiarity, and experience with computers
- Excellent communication skills; strong sense of responsibility and orientation to detail necessary
- Experience or familiarity working in a human service or not-for-profit organization

**COMPENSATION**

- Commensurate with experience
- Excellent benefits including health, dental, and vision insurance, sick and vacation time, and retirement plan

Position Status: Exempt

Location: On-Site

Salary Grade: 1

Created: December 01, 2025

Work Environment: This position requires direct contact with clients in the community and with employers/business partners throughout Chicago and its surrounding suburban communities.

*The employer is committed to complying with the Americans with Disabilities Act (ADA). Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.*

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Name:

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Date: