

**I. Position**

Receptionist/Information Specialist (1.3)

**II. Related Titles**

Administrative Assistant

**III. Essential Functions**

Operate telephone switchboard; relay messages to telephone stations; greet members and guests; schedule appointments for administrative staff.

**IV. Additional Responsibilities**

1. Operates telephone switchboard; answers the telephone; transfers calls to proper extensions; takes messages for members and staff
2. Greets members and guests
3. Provides schedule and other club information to members and guests
4. Sorts and distributes incoming mail
5. Collects and posts outgoing mail (including overnight mail services)
6. Arranges and maintains member charge records in alphabetical or numerical membership order
7. Maintains supply of club information for members
8. Fulfills guests' requests (i.e. places phone calls, holds letters or packages, etc.)
9. Performs on or off-site errands
10. Performs general office work such as word processing, filing and operating copy and fax machines
11. Works on special projects as assigned
12. Maintains supply inventories for reception area
13. Reports unauthorized people in Club facility or around facility
14. Performs other duties required by the manager on duty (MOD)
15. In some clubs, receptionists may also:
  - accept meal reservations
  - enforce attire guidelines
  - maintain member and guest records (including visits by guests, member charges, etc.)
  - maintain time card records for employees
  - maintain correct balances in petty cash and operating funds
  - update and maintain member mailing and telephone lists
  - process (type) correspondence
  - operate front desk/lobby/other areas
  - maintain lobby message board
  - sort daily employee meal tickets
  - contact staff about work schedules
  - help with monthly mailing of statements to members
  - process food take-out orders
  - greet job applicants filling out job applications
  - control traffic flow in lobby area/reception area
  - turn on music in lobby and reception area
  - maintain appearance of reception area
  - maintain postage meter and postage supplies
  - perform member-family relations responsibilities (including checking obituaries, preparing and sending thank-you letters, get-well cards, flowers, etc.)
  - manage a lost and found program
16. Performs other duties required by the manager on duty

**V. Reports to**

Executive Secretary

**VI. Supervises**

No supervisory duties are included in this position.