

# GIRL SCOUTS OF EASTERN MASSACHUSETTS

## POSITION DESCRIPTION

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**Position Title:** Receptionist/Registrar

**Reports to:** Regional Director or Chief Operations Officer, as appropriate

**Position Grade:** 12

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### Position Summary

The Receptionist/Registrar provides general office support with a variety of clerical activities and related tasks. Responsible for answering incoming calls, and directing calls to appropriate staff. The Receptionist/Registrar is also responsible for handling aspects of membership and activities registrations, as directed.

### Key Responsibilities

1. Ensures prompt and courteous service to incoming telephone callers and visitors to the office; assists in answering questions regarding council procedures as well as questions on membership, program and training.
2. Answers telephones and directs the caller to the appropriate department or staff members. Transfers a caller to a voice mailbox when the staff member is unavailable.
3. Greets and directs visitors and volunteers to GSEM.
4. Provides callers with information such as company address, directions to the location, fax numbers, web site, and other related information.
5. Coordinates the pick-up and delivery of express mail services (FedEx, UPS, etc.).
6. Retrieves daily messages left in the council's general voice mailbox.
7. Assists with the processing of membership and activities registrations as needed during peak periods.
8. Provides clerical and secretarial services to council office staff as needed.
9. Assists with other related clerical duties such as photocopying, faxing, filing and collating.
10. Performs other duties as assigned.

### **Skills and Qualifications**

- Five years previous office experience preferred.
- Proficient in the use of Microsoft Windows and Office software, a calculator and copier.
- Ability to operate a multi-line telephone system; operate voice mail system.
- Strong organizational and interpersonal skills.
- Excellent verbal and written communication skills.
- Strong customer service skills.
- Ability to work independently on assigned tasks as well as accept direction on given assignments.
- Ability to handle high volume tasks (e.g. telephone calls and computer work).