



## **Neighbor Receptionist**

### *Job Description*

The Neighbor Receptionist is a clerical and administrative assistant position focused on creating and maintaining a positive and welcoming neighbor experience. This is a key position of our Day Services Programs and will be responsible for daily operations associated with greeting and checking-in neighbors, scheduling, phone calls, and documentation.

**Reports to:** Neighbor Services Manager

**Hours and Salary Class:** 20-25 hours/week, salary non-exempt

**Compensation and Benefits:** \$12-\$15/hour, paid time off

### **Responsibilities**

- Responsible for cultivating overall hospitable and positive neighbor experience
  - Operates Neighbor front desk receptionist area during open hours
  - Assists with overall flow of neighbor services programming
  - Maintains a positive and welcoming demeanor while greeting and checking-in neighbors
  - Effectively and patiently communicates with a wide variety of populations and demographics
  - Responsible for coordinating neighbor scheduling tasks including entering appointments, clearing voicemails, returning phone calls, making reminder calls, and other associated office and phone tasks
  - Supports programming initiatives, especially those focused on education, relational connections, and hospitality
  - Provides continued program analysis and suggestions for positive improvements
  - Trains volunteers on best practices, policies, and procedures regarding neighbor services
  
- Maintains Neighbor Services database software systems
  - Works to ensure accuracy of information and optimization of systems
  - Utilizes PantryTrak software to accurately document neighbor visits and services rendered
  - Provides necessary demographic and program usage reporting as required
  - Trains volunteers on database software systems

### **Core Competencies:**

- Excellent Communication, Relationship Building, and Personal skills
- Attention to Detail
- Ability to work independently and as part of a team

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- Social, Cultural, Relational and Self-Awareness
- Patience and Adaptability

**Qualifications:**

- High School Diploma or equivalent, required
- Previous office experience preferred but not required
- Moderate computer and phone systems skills
- Must exhibit qualities in alignment with Victory Ministries core values
- Must be in full agreement with the Victory Ministries Statement of Faith

**Working Environment:** Office environment

**Disclaimer and Authorization**

The preceding description is not designed to be a complete list of all duties and responsibilities required. I understand that I may be required to perform other duties as assigned.

By signing below, I acknowledge receipt of this job description and understand it is my responsibility to seek clarity for any parts of this description that I do not understand.

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*Signature*

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*Date*

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*Printed Name*