



Job Announcement

Title: Contracted Front Desk Receptionist – 9am-5pm Mondays-Fridays

Position Availability: February 2017

Description: The Front Desk Receptionist is the first contact to the agency and is responsible for fielding calls whether via videophone, TTY, or voice and directing them to the correct DEAF, Inc. personnel. The Front Desk Receptionist is to interact with consumers and visitors when they enter the agency at the Allston location to ensure that they connect with the appropriate DEAF, Inc. personnel.

Duties:

- Responsible for unlocking/locking all main entrance doors and securing the TTY, videophone and television remotes, back up keys, and message book at closing.
- Responsible for answering incoming telephone calls via voice, videophone and TTY, efficiently transferring calls to staff members and/or recording exact messages. Transcribing messages and distributed to appropriate recipient.
- Serves as initial point of contact for IL department's Information and Referrals, responding to request for information and assistance.
- Adds, updates and assist with monitoring of the I&R database.
- Assist with the IL newsletter and SeniorIL newsletters – including layout, printing and mailing.
- Emails a daily update on staffing and agency activities to all employees daily
- Greeting visitors and consumers and contacting appropriate staff members.
- Responsible for keeping lobby and reception area neat including watering plants.
- Monitor and coordinate the agency's room reservations schedule.
- Assist with training and orienting front desk volunteers and with other tasks.
- Secondary typing/word processing responsibilities and related duties as assigned.
- Assist with monitoring the front office and checking on staff during appointments, if requested
- Handles and sorts incoming agency mail and distributed to mailboxes.
- Other duties and special projects as assigned by supervisor.

Supervision: Reports to the IL Director

Qualifications:

- Strong knowledge of telephone protocol and procedures
- ASL fluency preferred and must be fluent in spoken and written English
- Punctual and friendly with strong interpersonal skills
- Ability to communicate with consumers and visitors
- Sensitivity to and awareness of issues impacting the Deaf Community.
- Ability to use basic Microsoft Office applications

To Apply: send a cover letter, resume and three recent work-related reference letters to:

Ann Thompson
Human Resources/Administrative Coordinator
athompson@deafinonline.org

DEAF, Inc. is an Affirmative Action Equal Opportunity employer. Deaf, DeafBlind, Hard of Hearing and Late Deafened persons, women, veterans, minorities, and persons with disabilities are encouraged to apply.

www.deafinonline.org