



Job Announcement

Title: Part-Time Front Desk Receptionist –Mondays-Fridays (25 hours a week, contract)

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 all, 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.
- Add, update and assist with monitoring of the Information & Referrals received
- Assist with the IL newsletter mailings
- Greeting visitors and consumers and contacting appropriate staff members.
- Responsible for keeping lobby and reception area neat including watering plants.
- Monitor and co-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
- Other duties and special projects as assigned by supervisor.

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

Supervision: Reports to the Director of Independent Living Services

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