



The Iowa Center

**Title:** Receptionist Level 2

**Reports To:** Dir of Fin & Adm

**FLSA Status:** Non-Exempt

# The Iowa Center Position Description

**Summary:** The Receptionist (Level 2) is an hourly-rate position with assigned days of the week which will total approximately 24 hour/week. The position works on-site only. The primary purpose is to provide an exceptional first impression of the Iowa Center. The secondary purpose is to provide outstanding administrative support. The position is located at the main entry of the office to fill the role of greeting guests and providing administrative support to the organization, which should ensure the smooth functioning of the day-to-day operations. **To apply, send resume to [DWiskus@TheIowaCenter.org](mailto:DWiskus@TheIowaCenter.org).**

**Essential Duties:** Essential job duties for this position (on the days assigned to work) include the following items. Other duties must be performed as assigned or required.

- Administration:
  - Reception – Front office primary on assigned days to answer phones, facilitate walk-in and call-in clients and appointments.
  - Provide CEO with calendar management, Board meeting organization, communication as needed.
  - Receive deposits from Director of Finance to stamp for Deposit only, and take to the bank.
  - Work closely with Operations Coordinator in management of computer hardware and software systems.
  - Assist Operations Coordinator with data entry of client information to ensure compliance and confidentiality.
  - Maintain copiers, printers, phones, and computers. This includes scheduling maintenance calls when necessary.
  - Coordinate staff functions and activities as directed by CEO or leadership team.
  - Assist with social media postings scheduling and daily maintenance as directed.
  - Process all incoming mail.
  - Distribute [info@theiowacenter.org](mailto:info@theiowacenter.org) emails to appropriate staff
  - Process outgoing mail at request of staff.
  - Other administrative duties as requested (e.g. making copies, managing filing system, coordinating employee lunches.)
- Tax Services:
  - Assisting the VITA team with Scheduling client appointments based on the number of preparers available for that day.
  - Make follow-up calls when clients miss an appointment.
  - Client intake – go through the check list with the client to ensure that they have necessary documents.
  - Assisting with on-site Volunteers with printing, filing, and mailing of tax documents as needed.
  - Other administrative duties as requested (e.g. making copies, managing filing system)
- Business Coaching/The Iowa Center's Women's Business Center:
  - Greeting Volunteer Presenters and clients for classes.

- Conference room set-up for classes.
- Assisting with the promotion and outreach for upcoming classes
- Enter Volunteer and client information into client management system
- Create client files and scan client documents and save them to correct client file
- Facilitate all mailings for the WBC, including expedited shipping
- Assist with the preparation of business education materials (e.g. putting class folders together)
- Support the WBC during client survey time
- Other administrative duties as requested (e.g. making copies, managing filing system)
- Credit and Lending:
  - Enter client information into client management systems (as specifically requested)
  - Facilitate all mailings.
  - Other administrative duties as requested (e.g. making copies, managing filing system)

**Qualifications:** To perform this job successfully, the individual in this position must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the minimum knowledge, skills and ability required.

**EDUCATION/EXPERIENCE:**

- Methodical and attentive to details
- Committed to excellent service
- Excellent MS Office skills, especially Excel and email
- Enthusiastic for sales & client support
- Able to communicate effectively with individuals of differing backgrounds
- Able to work in a self-directed fashion
- Must have a valid Iowa Driver's License and access to a car on a daily basis
- Must have the ability to work occasional nights and weekends
- Spanish speaking candidates are strongly encouraged to apply
- Ability to multitask, manage time effectively with great attention to detail and accuracy
- Demonstrated ability to build relationships among partners and volunteers and to relate well to clients
- Demonstrated effective teamwork skills

**LANGUAGE SKILLS:**

- Strong oral and written communication skills
- Ability to effectively present information in one-on-one and group discussions

**REASONING ABILITY:**

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Standing – Approximately less than 1/3 of on-the-job time.
- Walking – Approximately less than 1/3 of on-the-job time.

- Sitting – Approximately greater than 2/3 – choose one of on-the-job time.
- Driving – Approximately less than 1/3 of on-the-job time.
- Use of hands to finger, handle or feel – Approximately greater than 2/3 of on-the-job time.
- Reaching with hands and arms – Approximately between 1/3 and 2/3 of on-the-job time.
- Climbing or balancing – Approximately less than 1/3 of on-the-job time.
- Stooping, kneeling, crouching or crawling – Approximately less than 1/3 of on-the-job time.
- Talking or hearing – Approximately greater than 2/3 of on-the-job time.
- Tasting or smelling – Approximately less than 1/3 of on-the-job time.
- Weight lifted/Force exerted – An average of approximately up to 10 pounds, non-continuously.
- Physical demand requirements listed are primarily applied to ability to lift and move paper supply, client files, etc.
- Vision – Close vision (clear vision at 20 inches or less).

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job.

- Environmental – This position operates in a clerical office setting and routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.
- Noise – Noise is low to moderate, as is typical of an office environment.

**Acknowledgement:**

I acknowledge this position description was reviewed with me and a copy was provided to me. I agree to and accept the terms and conditions and acknowledge this does not represent a contract of employment.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
President & CEO Signature

\_\_\_\_\_  
Date