



AIDSAlabama
Housing Is Healthcare

Job Description ~ Open Position: *Receptionist - Main Office*

Reports to	Director of Operations
Benefits Include	Zero cost for single/individual BCBS health; life, AD&D, STD, and LTD; Cafeteria Plan (FSA & DCA); optional dental, vision, life, critical illness, accident, and retirement with 50% match; generous paid time off and extended leave; 15 recognized holidays; and more.
Hourly Pay Rate	\$17.25 (limited experience) - \$19.75 (several years' experience), annually.
Minimum Requirements	High school diploma or equivalent; Office administration experience; Exemplary customer service skills in an office setting; Experience with a multi-line phone system; Current/valid Alabama driver's license, acceptable auto insurance limits, good driving record, and proof of COVID-19 vaccination(s); Must successfully complete and pass pre-employment process.
Preferred Qualifications	Associate's degree or certification; Data entry proficiency; Experience working with target population (individuals experiencing homelessness, HIV+, Serious Mental Illness and low income).
Overall Mission	Utilize customer service skills including answering multi-line phone system in a capable, responsible, and professional manner and assist the Director of Operations with coordination, development, and preparation of clerical functions.

Areas of Responsibility

1. Responsible for answering the agency telephone. Has knowledge of the phone system and its messaging system. Is proficient programming the telephone system and messaging system.
2. Knowledgeable in the operation and support of the AIDS help lines.
3. Develop productive relationships with clients and employees to help maintain a friendly environment.
4. Takes initiative supporting Director of Operations including, but not limited to, clerical and organizational functions.
5. Assist organizing and upkeep of the reception area and lobby including filing, creation of new files, timely distribution of mail and packages, and cleanliness.
6. Complete check requests for agency utility payments, tracking monthly utility costs, and payment history.
7. Organize, update, and maintain required safety drills for main compound.
8. Update and maintain Safety Data Sheets (SDS) for main office.
9. Train others to be relief Receptionist when PTO is needed.
10. Follow all Operations' Guidelines, Policies, and Procedures without question and informs the Director of Operations when adherence to these Guidelines, Policies, and Procedures will have negative impact on the agency.
11. Other duties as assigned.

Work Environment

1. Schedule: Work hours are full time, 8:00am to 5:00pm, Monday through Friday.
2. Physical: May lift up to 50 lb. occasionally; long periods of standing, stooping, bending, and sitting. Employee must be able to climb stairs, able to read documents and respond to written communication, and able to hear and understand the English language.
3. Cultural: Must be comfortable working with individuals and/or family members living with HIV (or other STIs), as well as those with impaired cognitive behaviors, individuals experiencing homelessness, LGBTQ individuals, and members of various racial/ethnic communities.

Overall Expectations

The employee will be expected to represent the agency in person and through all other methods of communication in a way that reflects the agency's mission. Staff are expected to adhere to all AIDS Alabama Policies, Procedures, and Guidelines (including, but not limited to, Personnel/Human Resources, Finance, Operational, and Housing) as

presented and as adapted. The employee will establish a strong, solid line of communication with all levels of staff and external business partners. All employees are expected to perform and communicate openly, effectively, and professionally with staff members, consumers, community members, and external business partners. Candidates must be willing and able to complete all training in obligatory timeframes. Staff participation in agency activities, testing events, and fundraisers is expected as necessary and requested. Be aware that any breach of confidentiality is grounds for dismissal. This job description can be modified to reflect additional tasks.

AIDS Alabama expects staff to create a safe space where all people are valued, respected, and treated with dignity; sexuality is accepted as a healthy part of being human. In such a space, all people would be celebrated for who they are and provided with the economic, educational, and social opportunities to reach their full potential.

AIDS Alabama is an equal opportunity employer.

Employee's signature

Date

Human Resources signature

Date