



Corporate Services Receptionist

PTSD FOUNDATION
OF AMERICA

The Corporate Services Receptionist will contribute to the mission of the PTSD Foundation of America by being the first point of contact for our guests. You will interact on the telephone and in-person with guests, donors, and families and must be courteous, professional, and helpful. You will provide administrative support to directors, managers, and co-workers.

Job Description: The Corporate Services Receptionist will serve as the Foundation's receptionist and provide administrative support. S/he will provide excellent customer service while maintaining discretion and confidentiality. This position reports to the Executive Administrative Assistant.

Responsibilities: The Corporate Services Receptionist has the following responsibilities and duties:

- Professionally answer main telephone line, screen, and direct calls. Monitor mainline voice messages.
- Operate as the first point of contact with the public; answer telephones in a professional manner; greet guests and ensure their comfort.
- Bring necessary situations to the appropriate supervisor(s) immediately.
- Have knowledge, adherence, and the ability to implement the rules and regulations of the foundation.
- Coordinator, schedule appointments and meetings of staff.
- Establish and maintain effective business relationships with external and internal customers, improving communication between guests and the foundation.
- Handle all incoming and outbound packages using USPS, courier services, or large freight services.
- Maintain inventory of office and kitchen supplies by checking stock to determine inventory levels and anticipating needed supplies.
- Monitor and maintain office equipment, e.g., copier, scanner, and postage machine
- Be responsible for picking up and dropping off mail at the post office and resident location at Camp Hope.
- Good report writing skills with exceptional interpersonal skills.
- Any additional duties as assigned.

Requirements: The Corporate Services Receptionist should have the following skills, education, and experience:

- High School Diploma with a minimum of two (2) years' experience in office administrative support.
- Professional demeanor and excellent customer service abilities required.
- Excellent skills in the areas of the organization, attention to detail, time management, ability to manage multiple tasks, define and set priorities and problem solve.
- Ability to take initiative with projects to work both independently and as a team member.
- Excellent verbal and written communication skills.
- Proficiency in Microsoft Office (Outlook, Word, Excel).
- Self-care activities that encompass self-preservation of mind, body, soul, and spirit to maintain safety, competence, and continue personal and professional growth.
- Has a go-getter attitude with the ability to deliver results and work autonomously

Compensation: The PTSD Foundation offers the following compensation:

- Salary: \$20,800 - \$35,000
- Medical, Dental, and Vision benefits
- Life Insurance
- Other benefits