Job Title: Receptionist	**Reports To:** SNF Administrator/AL Executive Director
Job Classification:	
FLSA Status:	**Revised Date:** June 2025

POSITION SUMMARY

The Receptionist is a fundamental member of the Nursing Facility/Community and most often the first person of contact for residents/tenants and visitors. The Receptionist's role is vital in shaping a positive impression from managing phone calls to maintaining office organization.

GENERAL JOB DUTIES

- All employees are responsible for a basic knowledge of the employee handbook, along with the mission and vision of the Facility/Community and must conduct themselves with behavior that supports these values.
- All employees understand the safety and well-being of both the residents/tenants and staff members is the number one priority of their Facility/Community.
- All employees are responsible for making the most of their working time and reach maximum potential by being on time for appointments, checking voicemails/emails as appropriate and completing deadlines in a timely manner.
- All employees are expected to escalate issues as necessary.
- All employees will specifically be trained on their job duties, however; other mandatory trainings may be deemed appropriate by leadership for one or all members of the team.
- Other projects and/or duties as assigned.

ESSENTIAL FUNCTIONS:

1. Greet people as they enter and exit the facility/community.
2. Answer the phone and direct calls to the appropriate person.
3. Assist individuals who are inquiring about employment within the facility/community. Provide the potential applicant with an application to complete. Once the application is complete deliver it to the appropriate department head.
4. Monitor designated areas for cleanliness and ensure supplies are stocked, fresh, and organized.
5. Upon receiving the mail you'll sort and distribute all letters and packages in a timely manner.
6. Handle all correspondence as assigned.
7. Interact with residents/tenants or resident's/tenant's representatives and direct them to the appropriate individuals.
8. Must be able to follow written and verbal instructions.
9. Must have the ability to communicate effectively on the telephone, via e-mail, and in person.

10. Always present an appropriate professional appearance.
11. Handle emergency situations in a calm and effective manner.
12. Work confidently and cooperatively with all department supervisors and administration.
13. Communicate and work cooperatively with all facility/community staff.
14. Observe all facility/community safety policies and procedures including working responsibly to ensure personal safety.
15. Maintain the confidentiality of all facility/community matters, especially as they relate to employee's, resident's/tenant's, financial and health information.
16. Always Follow Residents/Tenants Rights policies.
17. Comply with established facility/community infections control and universal precaution procedures.
18. Accept and perform additional duties as assigned by the Administrator/Executive Director in a cooperative manner.
19. Assume accountability for all information contained in the Employee Personnel Handbook and all Policy and Procedure Manuals.
20. Follow fire and disaster procedures during a drill and an actual occurrence.
21. Come to work as schedule and consistently demonstrate dependability and responsibility.
22. Comprehend and follow all OSHA, State, and Federal policies and regulations.
23. Understand, support, and effectively communicate facility/community philosophy, standards and policies to all staff, residents/tenants, families, and the community.
24. The sensory and communicative activities essential to the performance of this position include: feeling, hearing, seeing, smelling, speaking, reading, and writing.

EDUCATION:

High School Diploma or Equivalent

REQUIRED SKILLS

- Ability to follow verbal and written instructions.
- Ability to type and operate Microsoft 365.
- Communicate effectively on the telephone, via e-mail, and in person with Facility/Community staff and Residents/Tenants.
- Ability to handle confidential staff and Resident/Tenant information on a regular basis.

PHYSICAL REQUIREMENTS

- Ability to lift up to 25 pounds. This position requires regular movements such as: grasping, kneeling, reaching, repetitive movement, standing, and stooping.
- An individual in this position may be exposed to: inside environmental conditions, physical chemical, or respiratory hazards.
- An individual in this position may be exposed to Bloodborne Pathogens.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

EQUAL EMPLOYMENT OPPORTUNITY

At your Facility/Community, we understand that every employee is different in his or her own way. We do not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, retaliation, military status, or other non-merit factors. The Facility/Community is a proud Equal Opportunity workplace.

By signing below, I am certifying that I am qualified for this position (as described above) and capable of performing the general and essential functions of the position. I agree that this Job Description has reasonable expectations and that this is in no way, shape, or form a contract of employment. By signing this document, there is no guarantee of continued employment as the State of Iowa mandates at-will employment.

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FACILITY/COMMUNITY NAME

_____ _____

EMPLOYEE SIGNATURE DATE

_____

PRINT EMPLOYEE NAME

_____ _____

SUPERVISOR SIGNATURE DATE

_____

PRINT SUPERVISOR NAME