



**Job Title:** Client Service Receptionist  
**Classification:** Non-Exempt

**Position Type:** Part-time: In-person  
**Hours of Work:** Operational hours

**Purpose:** The Client Service Receptionist creates a welcoming and supportive environment for individuals receiving services at the Center. Understanding the sensitive nature of their visit, the Receptionist ensures a warm and understanding presence, facilitating smooth check-ins, providing assistance in the lobby, and managing various administrative tasks to support the efficient operation of the Center.

**Position Reports to:** Clinical Director

### **Essential Functions:**

#### *Presence*

- Demonstrate sensitivity to the unique needs and emotions, while greeting clients and caregivers, creating a supportive atmosphere when they call or enter the Center.
- Greet interpreters, introduce parties, and verify interpreters attendance as necessary.
- Assist multidisciplinary team (MDT) partners that enter through the main entrance.
- Interact with children in the lobby as needed, while caregivers are in pre or post interviews or therapy check-ins; may include playing a game with a child, coloring, watching a show on the television, etc.

#### *Reception*

- Manage the check-in process of clients, notify appropriate staff of their arrival.
- Assist with any required paperwork, addressing questions or concerns.
- Keep paperwork organized and accessible while respecting confidentiality.
- Manage appointments through Google Calendar.
- Distribute surveys to clients and collect completed forms.

#### *Lobby Management*

- Ensure the waiting area is physically accessible and is conducive to healing.
- Ensure that the lobby and restroom areas are clean and organized.
- Restock supplies in the lobby bathrooms, snack basket, keurig carousel, and coloring pages.
- Assist in creating folders for advocacy services, as needed.
- Manage lobby television; powering on and off, appropriate channels, and volume.

#### *Communication*

- Answer telephone calls promptly and forward community calls to the appropriate staff.
- Remain calm and composed during challenging situations and while on the phone with distressed callers.
- Leverage communication tools to facilitate real-time communication with staff.

### **Safety**

- Open door for clients using the button granting entry.
- Verify adult names in NCATrak, to ensure appropriateness to be onsite.
- Enforce policies prohibiting phone calls and photography in the lobby.
- Seek assistance as required for support.

*And other duties as assigned by the President/CEO.*

### **Education and Experience Needed:**

- Occupational background in child abuse investigations, child abuse, or other human service occupation preferred.
- Understanding of the dynamics of trauma, child sexual abuse, and child development preferred.
- Proficient in Google Workspace and other relevant software.

### **Competencies Required:**

#### **Advocacy and Public Policy:**

- Engage in advocacy initiatives that align with the Center's mission, contributing to the overall advancement of public policy and community awareness related to child sexual abuse.

#### **Healthy Communications:**

- Present oneself and the Center professionally in both oral communications.
- Communicate with clarity, empathy, and understanding.
- Exchange information efficiently and effectively, demonstrating active listening and seeking clarification when necessary.
- Foster an environment where open communication is valued.
- Contribute to a culture of healthy communication, respect, and commitment to the Center's mission, vision, and values.

#### **Direct Service:**

- Aptitude for establishing rapport with individuals of all backgrounds, as well as professionals from various disciplines, and those with traumatic experiences.
- Ability to practice restraint and discretion regarding confidential information related to Center functioning, internally and externally.

#### **Team Participation:**

- Ability to work collaboratively with diverse teams, promoting a positive and inclusive work culture.
- Active engagement in team dynamics and foster a supportive atmosphere.

#### **Building of Global Capacity:**

- Promote cultural competence and inclusivity to uphold Center values in daily activities.
- Demonstrate a commitment to intercultural development and understanding the unique needs of clients, staff, volunteers, and donors from diverse backgrounds.

#### **Personal Care and Development:**

