



JOB DESCRIPTION

Job Title:	Receptionist	Exempt / Non-Exempt:	Non-exempt
Unit:	Outpatient	Benefits:	N/A
Location:	Gardena, CA 90249	Travel Required:	No
Hourly Rate Range:	\$16.22-\$19.77	Position Type:	Part-Time
Date Posted:	07.19.2024	Posting Expires:	Until Filled

External Posting URL:	www.indeed.com , www.handshake.com
Internal Posting URL:	www.aadapinc.org

Applications Accepted By:

Fax or Email: FAX: 323.295.4075 Email: hr@aadapinc.org Subject Line: Job Application	Mail: ATTN: Jennifer Nishimura, HR AADAP, Inc. 2900 Crenshaw Blvd. Los Angeles, CA 90016
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Job Description

A. SUMMARY STATEMENT

Under the supervision of the Outpatient Coordinator, the Receptionist shall be responsible for the orderly operation of the reception area including the handling of telephone calls, receiving guests and clients to the agency, processing incoming/outgoing mails, managing the use of the conference room, and performing clerical duties as directed.

B. ROLE AND RESPONSIBILITIES:

1. PROVIDE CUSTOMER SERVICE TO GUESTS AND CLIENTS OF THE GARDENA OUTPATIENT UNIT (70%):

- a. Answers and routes, as appropriate, all incoming calls to the agency.
- b. Takes complete and accurate messages for staff that are not available to accept calls.
- c. Ensures that the staff Sign In/Out log is updated regularly and ensures all staff, guests, and clients sign in and out when entering and leaving the building.
- d. Receive guests and clients to the agency in a friendly and courteous manner.
- e. Ensures guests and clients wait only in the designated areas.

2. MANAGE THE OPERATIONS OF THE GARDENA OUTPATIENT UNIT RECEPTION AREA (20%):
 - a. Ensures that the reception area is maintained in a neat and orderly manner.
 - b. Ensures that the hallway and reception bulletin boards are updated and maintained.
 - c. Ensures that any package that is received is immediately delivered to the addressee or removed from reception.
 - d. Ensures the Gardena Outpatient Facility Maintenance Log is updated in a timely manner.

3. MANAGE THE FOLLOWING OFFICE MACHINE AND EQUIPMENT (5%):
 - a. Answering Machine
 1. Ensure that all messages are retrieved from the machine every morning from the previous day.
 2. Maintain a daily check to ensure the equipment is working properly.
 3. Ensure that the equipment is turned on at the end of workday.
 - b. Canon Copier Equipment
 1. Maintain copier supplies of paper, toner and equipment.
 2. Call service representatives on equipment maintenance and repair.
 - c. Fax Machine
 1. Ensure that a fax transaction form is filled out for each fax request.
 2. Maintain a filing system of fax transaction forms and fax printout (matching the transactions).
 3. Handle maintenance duties for the equipment (form, paper, problem log)

4. PERFORM CLERICAL TASKS AS DIRECTED (5%):
 - a. Sort, stamp date and distribute all incoming mail appropriately.
 - b. Type reports, correspondence, proposals and memos as directed.
 - c. File and maintain records (check reports, equipment agreements, staff sign in/out log and other office forms)
 - d. Perform other related clerical duties as directed.

Qualifications and Education Requirements

- Two years of college education related to field or equivalent work experience related to field.
- One (1) year of experience in a position requiring telephone and clerical work, or related training in an established training program.
- Excellent written and verbal communication skills.
- Skill and ability to communicate effectively and accurately over the telephone and in writing.
- Ability to prioritize and multitask with frequent interruptions.
- Must be able to perform Word and Excel applications.
- Demonstrated knowledge and skill in computer operations.
- Skills in filing and record keeping.
- Skill in operating a fax, copier and printers.



- Preferred Skills**
- Bilingual or bicultural capabilities with Los Angeles County threshold languages: Arabic, Armenian, Cantonese, Farsi, Urdu, Khmer (Cambodian), Korean, Mandarin, Russian, Spanish, Tagalog, Vietnamese, and other Chinese languages.
 - Spanish speaking preferred

- General Requirements and Knowledge, Skills, and Abilities (KSA's):**
- Permanent resident or U.S. Citizen; proof of work eligibility upon hiring.
 - Must have one (1) year of recovery or drug free lifestyle as of the date of the application.
 - Must provide proof of full vaccination and 1st Booster against Covid-19 upon hiring.
 - Recent physical examination and TB test necessary upon hiring
 - Ability to get along well with others, be punctual, pleasant, and tactful with professional appearance and conduct.
 - Ability to establish and maintain effective working relationships with supervisors, coworkers, clients and their families, community organizations, and the general public.
 - Ability to be culturally competent of age groups, gender identity, sexual orientation, spiritual beliefs, socioeconomic status, and diverse cultures.

Physical Requirements:

Light Duty

Must be able to remain in a stationary position 50% of the time, which includes repetitive data entry with computers. The position frequently communicates with customers and/or coworkers and must be able to exchange accurate information in these situations. This class is intended for positions requiring light physical effort, which may include occasional lifting to a 10-pound limit, and some bending, stooping, or squatting and occasionally ascends/descends ladders and staircase.

AADAP, INC. IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER AND ADHERES TO HIRING PRACTICES IN ACCORDANCE WITH FEDERAL AND STATE REGULATIONS

Reviewed By:	Patricia Abrantes, OP Director	Date:	7.20.24
Approved By:		Date:	
Last Updated By:		Date:	
Employee Acknowledgement:		Date:	