

Job Description Front Desk Associate

Position	Front Desk Associate
Role Overview	<p>Serves as the first point of contact for visitors and clients, providing professional and courteous customer service. This role is responsible for managing incoming calls, greeting guests, handling administrative tasks, and ensuring smooth daily front office operations.</p> <p>Reports to the Director of Operations – Heartford House</p>
Location	Owensboro, KY
Core Responsibilities	<p>The responsibilities of this position enumerated below, involve significant physical activities including standing, sitting, lifting (up to 50 pounds unassisted), bending, stooping, pushing, pulling, twisting, manual and finger dexterity and eye-hand coordination. May be exposed to infectious waste, diseases, to include but not limited to COVID, and Hepatitis B viruses.</p> <p>DUTIES:</p> <ul style="list-style-type: none"> - Answers phone calls and direct inquiries to the appropriate personnel. - Greets all guests as they arrive and direct them appropriately. - Maintains a neat, professional reception area. - Opens and distributes all incoming mail properly and prepares outgoing mail. - Assists staff with special projects, fundraisers, etc. - Other duties as needed.
Qualifications Needed	<ul style="list-style-type: none"> - High school diploma required - 2+ years public or customer service experience
Skills Required	<ul style="list-style-type: none"> - Communication Skills: Ability to convey information, both written and verbal, clearly and effectively and be able to work in a team - Must exemplify the core values of HPC, which include: hard-working, thorough, accountable, joyful, lighthearted, humorous, fun, eager to serve with compassion, respectful, encouraging, and empowering to everyone, including self
Compensation & Benefits	Part-time (less than 20 hours/week), no benefits