



Receptionist

Location: Albany, Oregon
Reports To: Operations Manager
Status: Full-Time (Non-Exempt)

At ABC House, our people are passionate about breaking the cycle of child abuse and neglect by supporting children as they find their voice, and helping children and families heal and thrive. Our core services include forensic medical exams and interviews to help identify child maltreatment, trauma counseling and family support services, and prevention and awareness education for the community. We envision a world in which every child has the opportunity to be happy, healthy and safe; parents and caregivers understand the impact of their actions on children; and our community actively and vocally stands up to child abuse and neglect. Join our team to help make a positive impact in a child's life today!

ABC House offers a culture of respect, teamwork, integrity and pride as well as competitive wages based on experience and a generous benefits package including 100% employer paid health insurance for the employee, including vision and dental.

Primary Responsibilities

The Receptionist is the first point of contact for ABC House with the community, both in-person and on the telephone. The position is responsible for managing the front desk and performs a variety of administrative and clerical tasks across the organization. This position is also cross-trained to field basic community inquiries as needed. Duties include but are not limited to:

- Reception duties
 - Warmly welcome clients, their non-offending family members and other visitors to the building.
 - Answer telephone calls in a professional and courteous manner, ascertaining the nature of calls and determining the staff member to whom the call should be directed.
 - Provide basic and accurate information in response to telephone and in-person inquiries from community members, and redirect more in-depth requests to other staff members as needed.
 - Ensure reception area is tidy, presentable and welcoming.
 - Maintain office security by following safety procedures and controlling visitor access as needed.
- Administrative duties
 - Collect, sort and distribute mail/deliveries on a daily basis.
 - Coordinate scheduling and logistics for Board, staff and committee meetings, including coordination of invitations, logistics, agendas and meeting minutes.
 - Perform other clerical duties, such as correspondence, photocopying, faxing and filing.
- Other duties as assigned

Qualifications

- High school or associates degree, and two years of experience as a receptionist, front office representative or similar role.

- Warm, friendly personality and positive customer service attitude. Ability to maintain calm demeanor, be resourceful and proactive when issues arise.
- Proficiency in Spanish strongly preferred.
- Hands-on experience and strong comfort level with multi-line phone and voicemail systems.
- Strong multitasking and time-management skills are essential, with the ability to prioritize tasks.
- Proficiency in Microsoft Office suite.
- Ability to successfully complete criminal background check and child abuse registry check.

Compensation: Dependent upon experience. Excellent benefits package offered, including 100% employer-paid medical, dental and vision insurance for the employee, EAP program, paid holidays and a generous paid time off plan.

To apply: All qualified applicants interested in this position are encouraged to apply by emailing a resume, cover letter and list of three professional references to hr@abchouse.org. Please include "Receptionist" in the subject line. Position will remain open until filled. No calls please.

ABC House is an equal opportunity employer committed to respectful, quality care to children and their non-offending family members from diverse racial, ethnic, religious, and nontraditional family forms. ABC House is a drug-free work place. Under the provisions of the Immigration and Reform Act of 1986, the candidate will be required to provide evidence of identity and eligibility for employment.