



Position Announcement for
Receptionist/Administrative Services Assistant

Summary

OPB is looking for a welcoming and professional individual to be the first person to greet visitors and callers to OPB. From the first impression on the telephone to welcoming each person into our lobby, top-notch customer service is delivered every step of the way. This hourly, non-exempt position is a full time, regular status represented position with benefits.

Position Details

Primary Duties/Responsibilities:

The Receptionist/Administrative Services Assistant is the first person to welcome visitors and callers to OPB. From the first impression on the telephone to welcoming each person into our lobby, top-notch customer service is delivered every step of the way. The Receptionist/Administrative Services Assistant answers the telephone, greets and welcomes all visitors, maintains the appearance of the lobby throughout the day, schedules appointments, and performs other administrative and clerical duties as assigned by the Director of Administrative Services, including performing mail duties when the Mail Clerk is out of the office.

Working Conditions:

This position spends the majority of time in the office during OPB's business hours (8-5, Monday through Friday), including during inclement weather, with extensive use of a computer and telephone, and daily contact with the public. Requires occasional lifting of up to 20 pounds and exertion. There may be some evening or weekend work to help with special events.

Required Qualifications:

- Two years full-time experience providing customer service via phone and/or in person.
- Exceptional customer service skills and ability to interface in a cordial, professional and well-informed manner with OPB donors, leaders, potential funders and staff.
- Exceptional verbal and written communication skills.
- Ability to multi-task in a fast paced environment.
- Highly organized, motivated and solutions oriented.
- Strong attention to detail.
- Strong work ethic and positive attitude.
- Fluent use of standard computer software tools in business applications (Microsoft Office) and effective database skills
- Valid driver's license required with a good driving record.
- Punctual and reliable.
- Enthusiasm for the mission of OPB.

Preferred Qualifications:

- College degree.
- Some business experience with telephone systems.
- Desire to create efficiencies and improve systems.

To apply:

- Please send an email or letter of interest requesting the instructions on how to apply for this position (Receptionist/Administrative Services Assistant) **and where you first learned of this job opening** to hr@opb.org or OPB Human Resources, 7140 SW Macadam Ave., Portland, OR 97219.
- Instructions on how to apply will be sent within 24 hours of receiving the letter of interest Monday through Friday. If a letter of interest is sent over the weekend or a holiday, application instructions will be sent by the end of the next business day.

Application Deadline

All application materials are due by:
February 24, 2015, 5 p.m. (Pacific Time).