



Promoting Independence and Opportunities for People with Vision Loss.

Receptionist Position Description

About INSIGHT

Founded in 1925 as the Rhode Island Association for the Blind, IN-SIGHT's mission is to inspire confidence, build skills and empower people who are blind and visually impaired to become fully integrated, equally valued members of society by providing diverse services that produce opportunities and choices.

In 2019, the agency provided services to almost 1,000 adults and children who are blind and visually impaired. These services included low vision evaluations, assistive technology evaluations and training, independent living skills training, orientation and mobility training, small group workshops, Yoga classes, support groups, recreational activities, a summer youth camp, and a radio reading service.

Position Background

Reporting directly to the Executive Director, the Receptionist is a full-time (37.5 hours per week, Monday – Friday, 8AM – 4PM) position that is a critical part of our agency's efforts to provide a welcoming and helpful atmosphere for clients, family members, and visitors to our agency. The Receptionist is the first person that callers and visitors to IN-SIGHT encounter and so the person in this position must be friendly, knowledgeable, helpful, patient, and organized.

While the Receptionist's primary duties are to answer the phones and greet visitors, the person in this position also serves as the administrative assistant to the Executive Director and manages the IN-SIGHT store. The workflow associated with this position can be fluid and will include extended periods of down time. The Receptionist must be a self-starter who is able to develop appropriate tasks to keep themselves busy during these periods.

Essential Functions

- Delivers excellent customer service at all times.
- Answers incoming calls, determines the purpose of the calls, and forwards the calls to the appropriate personnel or department.
- Takes and deliver messages or transfers calls to voice mail when appropriate personnel are unavailable.
- Provides callers with basic information in a clear and concise way including the agency's address, directions to the agency, the agency website address, and an overview of the agency's programs and services.
- Welcomes on-site visitors, determines the nature of their business, and announces visitors to the appropriate personnel.
- Makes phone calls to monthly support group attendees to inform them of upcoming meeting dates and topics and to confirm attendance.
- Confirms patient low vision appointments and alerts appropriate personnel to cancellations and changes.

www.in-sight.org

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- Manages the day to day operations of the IN-SIGHT Store including tracking inventory, assisting customers, and processing payments for merchandise.
- Oversees the agency's stock of office supplies.
- Signs for packages and mail and delivers the parcels to the appropriate staff member.
- Performs other clerical duties such as processing agency mailings.
- Working under the supervision of the Executive Director, monitors the agency's social media accounts and creates content that is designed to inform and engage.
- Performs other duties as assigned.

Educational Qualifications

- Requires a minimum of a high school diploma. Previous experience in a professional office setting preferred, but not required.

Required Skills and Traits:

- Must competently use Microsoft Office, including Microsoft Word, Excel, and Outlook; web browsers; and other technology as necessary.
- Must be committed to the mission, vision, policies, and values of IN-SIGHT.
- Must be energetic, team-oriented, and quality-improvement minded.
- Must be professional, flexible, and able to handle difficult and sensitive situations with diplomacy and discretion.
- Must understand and respect confidentiality, be assertive, able to think strategically, prioritize, focus, and be customer oriented.

Mental, Physical, and Communications Demands:

- Required to remain at their station for long periods of time.
- Must have strong written and spoken English skills. Fluency in Spanish is desirable as well, but not a requirement.
- Must perform a variety of light tasks, such as sitting and standing, occasionally lifting up to 25 pounds, keyboarding, writing, answering phones, and filing.
- Must work alone or with minimal supervision. Must be self-motivated.
- Must work under pressure with public audience and have patience and tact when working with difficult, emotional, or angry people and situations.

Salary and Benefits:

Salary level is commensurate with experience, but is generally in the range of \$12.50 - \$15.00 per hour. The employee is eligible for health, dental, and vision coverage; a 401k with up to a 3% match on employee contributions; life insurance; ten paid holidays; and 22 days of paid time off.

Application Instructions:

Send a cover letter outlining how your experience and interests match with the position and a resume that includes your employment history and educational background to Christopher Butler, IN-SIGHT, 43 Jefferson Boulevard, Warwick, RI 02888 or email to cbutler@in-sight.org. No phone calls please.