

JOB VACANCY

Position: Family Support Services Receptionist

Location: Allen County

Hours: 8 AM to 5PM Monday-Friday

Starting Salary Range: \$35,360.00

JOB SUMMARY

The Family Support Services Receptionist is responsible for promoting a positive, friendly work environment for co-workers, clients, vendors, and the general public. They are responsible for greeting the general public at the front desk utilizing excellent customer service skills.

JOB DUTIES

1. Serves visitors by greeting, welcoming, and directing them appropriately.
 2. Notifies appropriate program personnel of visitor arrival.
 3. Directs visitors by maintaining employee and program directories.
 4. Maintains security by following procedures and issuing visitor badges.
 5. Supports customer service continuity among programs by documenting and communicating actions, irregularities, and continuing needs.
 6. Schedules appointments in the appropriate program scheduling system.
 7. Assists with preparing outgoing mail and distributing incoming mail.
 8. Maintains minimum standards of customer service as set forth in the Family Support Services Customer Service Guide.
 9. Implements Brightpoint Values at all times.
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SKILLS AND QUALIFICATIONS

1. High school diploma or equivalent.
 2. Strong interpersonal, written, and oral communication skills with strong mathematics aptitude.
 3. Ability to quickly develop a thorough understanding of basic community action concepts and Brightpoint programs.
 4. Ability to work with minimal supervision; self-motivated, attentive to detail, organized, productive, flexible, and dependable.
 5. Ability to work flexible hours, including evenings and weekends.
 6. Ability to relate well with diverse personalities from a variety of socio-economic backgrounds.
 7. Proficient in MS Office applications.
 8. High comfort level with public interaction.
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DATES FOR INTERNAL POSTING: From 4/26/2023 to until filled

TENTATIVE DATES FOR EXTERNAL POSTING: 4/26/2023 to until filled

APPROXIMATE DATE FOR POSITION TO BEGIN: immediately

**FOR FURTHER INFORMATION, CONTACT, HUMAN RESOURCES EXT. 206 or 213
APPLICATIONS ACCEPTED – 227 E. Washington Blvd, Fort Wayne, IN 46802
8:00 A.M. - 5:00 P.M., MONDAY – THURSDAY AND 8:00 A.M. – 11:00 A.M., FRIDAY
OR VIA THE INTERNET AT www.mybrightpoint.org**

We, Brightpoint conform to all the laws, statutes, and regulations concerning equal employment opportunities and affirmative action. We strongly encourage women, minorities, individuals with disabilities and veterans to apply to all of our job openings. We are an equal opportunity employer and all qualified applicants will receive consideration for employment without any regard to race, color, religion, sex, age, national origin, disability status, protected veteran status, or any other characteristic protected by law.