



JOB DESCRIPTION

RECEPTIONIST

Department: Business Services

Reports to: Accounting Director

FLSA Status: Non-exempt

Work Status: Full time

Summary/Objective

The receptionist is responsible for operating the Milwaukee Jewish Federation's front desk. Primary duties include managing memberships for the Jewish Museum Milwaukee (Museum), answering the phone, admitting guests to the Museum, welcoming volunteers of the Milwaukee Jewish Federation (MJF), and providing administrative support to MJF staff.

Essential Functions

Receptionist/front desk specific tasks:

- Welcome and assist guests to the building
- Answer main line for MJF, Museum, and Wisconsin Jewish Chronicle
- Assist and support Federation staff including but not limited to: reminder calls, filing campaign cards, mailings, scanning, mail merges and miscellaneous projects
- Process sales of admission tickets for museum and merchandise from the gift cart
- Update multiple phone lists and company-wide Outlook calendar for Orbit time off requests
- Coordinate messenger service/deliveries
- Check obituaries daily and give to Campaign Data Analyst, JCF Executive Assistant and Museum Director
- Keep Museum attendance spreadsheet updated

Business Services-specific tasks:

- Make local bank and post office trips as necessary
- Enter accounts payable information into accounting software (data entry)

Museum-specific tasks:

- Maintain and order book cart products and museum supplies as needed
- Create and stock handouts and informational guides for museum visitors
- Track visitor statistics as part of museum visitor survey
- Count and balance the museum money drawer, code receipts, and ensure change is available, if not, get change from petty cash or bank

- Process credit card payments and retrieve online payments from US Bank epaymentservices.com on a daily basis as appropriate

Additional Functions

- Assist with other projects as needed

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Required Experience

- High school diploma or equivalent required
- Experience in office environment preferred

Required Skills/Abilities

- Well-developed customer service skills
- High level of reliability and a sense of personal responsibility
- Ability to meet the challenge of deadlines, both short and long-term
- Ability to multi-task
- High degree of accuracy and attention to detail
- Willingness to take on new projects and assist others
- Knowledge of Jewish community a plus

Required Computer Skills

- Working knowledge of Microsoft Word, Excel, & Outlook

Supervisory Responsibility

- This position has no supervisory responsibility.

Work Environment

- This job operates in a professional office environment with pleasant working conditions, good lighting, ventilation, reasonable quietness, and reasonably regular work hours. This role frequently uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. May be asked to drive bank deposits to various banks.

Physical Demands

- This is largely a sedentary role; however occasional filing is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary. On rare occasions it may be necessary to lift and/or move up to 15-20 pounds, usually waist high. There will be frequent computer usage which will require arm and hand dexterity as well as all vision abilities to be successful.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required to perform the job. Duties, responsibilities and activities may change at any time with or without notice.