



# REGENCY PARK

## SENIOR LIVING COMMUNITY

**Job Title:** Receptionist

**Reports To:** Executive Director

**Job Summary:**

The Receptionist is the first point of contact for residents, families, visitors, and staff in an assisted living facility. This role involves managing the front desk, providing excellent customer service, and performing various administrative tasks to support the facility's operations. The Receptionist plays a key role in creating a welcoming and efficient environment, ensuring that all interactions are handled professionally and effectively.

**Key Responsibilities:**

**1. Front Desk Management:**

- Greet and assist residents, families, visitors, and staff as they enter the facility, providing a warm and professional reception.
- Answer phone calls and handle inquiries, directing them to the appropriate departments or individuals.
- Manage the check-in and check-out process for visitors and service providers, ensuring proper documentation and security protocols are followed.

**2. Administrative Support:**

- Perform general office tasks, including filing, faxing, photocopying, and managing incoming and outgoing mail.
- Maintain and update resident and staff contact information, ensuring accuracy in the facility's records.
- Assist with scheduling appointments, meetings, and transportation for residents as needed.

**3. Customer Service:**

- Address and resolve resident, family, and visitor concerns or complaints promptly and professionally.
  - Provide information about facility services, programs, and policies to residents and visitors.
  - Coordinate with other departments to ensure that requests and needs are met efficiently.
4. **Communication and Coordination:**
- Communicate effectively with residents, families, and staff to facilitate smooth operations and ensure that information is conveyed accurately.
  - Coordinate with healthcare staff and management to relay important messages and updates.
  - Assist in coordinating special events, activities, and programs within the facility.
5. **Safety and Security:**
- Monitor and manage access to the facility, ensuring that only authorized individuals enter the premises.
  - Maintain a secure environment by following facility protocols for visitor management and emergency procedures.
  - Report any suspicious activity or security concerns to the appropriate personnel.
6. **Record Keeping and Documentation:**
- Maintain accurate and up-to-date records related to resident activities, visitor logs, and facility communications.
  - Ensure confidentiality of resident information and adhere to privacy regulations and facility policies.
7. **Emergency Response:**
- Assist in managing emergency situations by following established protocols and procedures.
  - Provide support during emergencies, including directing emergency responders and communicating with residents and families as needed.
8. **Additional Duties:**
- Perform other duties and special projects as assigned by the Executive Director or Business Office Director.
  - Participate in training and professional development opportunities to stay current with best practices and facility procedures.

**Qualifications:**

- High school diploma or equivalent; additional education or certification in office administration or a related field is a plus.
- Previous experience as a receptionist or in a customer service role, preferably in a healthcare or senior living setting.
- Strong organizational and multitasking skills, with the ability to handle a fast-paced work environment.
- Excellent communication skills, both verbal and written, with a friendly and professional demeanor.
- Proficiency in using office equipment and computer software, including Microsoft Office Suite and phone systems.

- Ability to maintain confidentiality and handle sensitive information with discretion.
- Full-time or part-time position with standard working hours; may require occasional evenings, weekends, or holiday coverage.
- Office environment with interaction in residents' common areas and occasional exposure to varying levels of noise and activity.
- Physical tasks may include standing, sitting, and managing office equipment.

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Print Name

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Date

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Signature