



THE MAINE EDUCATIONAL CENTER FOR THE DEAF AND HARD OF HEARING

STATEWIDE EDUCATIONAL SERVICES

One Mackworth Island, Falmouth, ME 04105

(207) 781-6215

www.mecdhh.org

Front Desk Receptionist

Department: Statewide Education and Family Services (SEFS)

Reports to: Director of Statewide Education and Family Services

Primary Responsibilities

- Greet people entering the building, answering any questions, providing directions and alerting staff when someone is there to meet or visit them
- Answer a multiple line phone system, manage calls by routing them to the proper extensions or taking messages and delivering them
- Manage the building log of who is entering and exiting the building
- Monitor building security at all times and implement lockdown procedure in emergency situations
- Serve as the face of the organization, offering friendly service to those entering the building or calling in on the phone
- Maintain the reception area, keeping it clean and free of clutter
- Handle data entry as requested
- Other duties as assigned

Minimum Skills and Qualifications

- High school diploma or GED
- At least two years of training or experience in customer service and office work
- Computer proficiency
- Strong verbal and written communication skills
- Exceptional phone skills
- Ability to exercise independent judgment, flexibility and prioritize tasks, work independently, and maintain high levels of confidentiality
- Working knowledge of office procedures/management and policies, filing (electronic and manual) and operation of various office technologies
- Demonstrate a high level of discretion and judgment in dispensing information
- Determination to kindly, patiently, and effectively communicate with Deaf or Hard of Hearing staff and students who use a variety of communication modalities
- Fluency in American Sign Language or willingness to learn
- Current CHRC (fingerprint) certificate required



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- Sensitivity to cultural diversity, race, gender, and other individual differences in the workforce; recognize the value of diverse perspectives and experiences; and foster a work environment reflective of the community at large

Work Environment

This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, fax machines, and teleconferencing equipment. The noise level in the work environment is usually moderate.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, as well as use hands to manipulate, handle, or feel. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand, walk, bend, stoop, kneel or crouch. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include: close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. In the work environment, the employee is regularly exposed to video display and regularly works in typical interior/office environmental conditions.

Other Duties

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