



## **EBLEN CHARITIES JOB DESCRIPTION**

**Job Title :** Front Desk Receptionist  
**FLSA Status :** Hourly  
**Rate of pay:** \$20.00 per hour  
**Reports To :** Operations Manager  
**Classification:** Non-Exempt/Regular

Eblen Charities is a nonprofit organization located in Asheville, NC. We have served our community since 1991, providing financial and practical assistance to help our neighbors living in and at the edge of poverty or experiencing hardship.

### **POSITION OVERVIEW**

The Front Desk Receptionist is responsible for providing a welcoming and professional first impression to visitors/clients by greeting them upon arrival, assisting with the application process and referrals to other agencies as needed, managing incoming calls. Responsibilities will also include maintaining the reception area, performing basic administrative tasks and ensuring a smooth flow of operations within the office environment.

### **RESPONSIBILITIES AND DUTIES:**

- Greet and welcome all visitors with a friendly and positive demeanor.
- Answer and direct incoming phone calls, taking messages and transferring calls to the relevant individuals with clear and concise communication.
- Maintain the cleanliness and organization of the reception area, including signage and office supplies.
- Perform basic administrative tasks such as mail distribution, copying documents, and data entry as required.
- Effectively communicate with colleagues, clients, and vendors, addressing inquiries and concerns promptly.
- Other duties as assigned.

### **REQUIREMENTS:**

- High school diploma or equivalent.
- Bi-lingual (English/Spanish) preferred.
- Basic computer skills and knowledge with databases and the Microsoft Suite
- At least 1 year's experience in working with highly demanding clients and/or customers.
- Strong orientation to provide high quality client service.
- Excellent verbal communication skills and strong interpersonal abilities.
- Ability to be flexible and adapt to change.
- Genuine compassion for the well-being of people.
- Commitment to treating clients with dignity and respect.

Benefits available.

To apply, please send cover letter and resume to [reure@eblencharities.org](mailto:reure@eblencharities.org). A background check will be completed for anyone receiving a position offer before employment begins.