

POSITION DESCRIPTION



Job Title:	Receptionist	Department: (Admin/Clinical)	Admin
Supervisor Name:	Sam Luchsinger	Title:	Office Manager
Location:	1316 Sherman Ave	Salary Range	\$17-\$20 per hour
Supervisees:	N/A	Employment Type:	Part-time, Non-Exempt

Job Description

JOB SUMMARY

The receptionist is the first face to welcome clients to ITA’s Evanston Clinic. The position serves in a customer service role, collecting client payment, answering phones, managing client files, communications and rescheduling for therapists. Other responsibilities include office organization and appearance along with light office care and inventory tasks. Additionally, this position will help maintain ITA’s website.

ROLE AND RESPONSIBILITIES

- Performs customer service tasks including answering phones, greeting clients, collecting payment, and answering questions about ITA’s intake process and client accounts.
- Actively communicates customer service needs and emergent issues to the Office Manager and Clinical Management team to ensure highest quality in customer service care.
- Performs hospitality tasks, including setting rooms and preparing materials for meetings, greeting guests, preparing refreshments for donor cultivation and marketing events.
- Helps maintain ITA client files; collects initial paperwork and forms.
- Performs light housekeeping tasks, including trash and recycling removal; vacuuming; cleaning bathrooms, kitchen, and offices; stocking office, treatment and marketing materials; keeping common areas organized
- Works closely with the Office Manager to update ITA’s website staff page and banners as events occur.
- Responsible for the development and implementation of special projects as determined by the CEO.
- Maintains inventories of Office Supplies and Marketing Materials and conducts regular counts and assembling orders for approval.
- Supports ITA staff in managing calendars, appointments, rescheduling appointments and assists with administrative tasks to support various ITA programs.
- Files and completes other administrative duties as assigned.

Qualifications and Education Requirements

- Bachelor’s or Associates Degree Preferred
- Minimum of 1 year of experience in a receptionist role or administrative assistant
- Experience with social media and website administration
- Experience with customer relations in a healthcare or mental health field preferred

COMPETENCIES AND PREFERRED SKILLS

- Flexible and adaptable in a mobile environment with evolving needs and priorities
- Passion for serving ITA’s mission
- Solution-focused with a positive attitude
- Dependable with adherence to deadlines
- Anticipates the needs of the organization and offers suggestions proactively to ITA leadership

POSITION DESCRIPTION



- Ability to be autonomous in managing multiple projects
- Ability to interact with customers, professionals and therapists; friendly, patient, and compassionate
- An empathetic and open communicator
- Skilled in the use of technology and various software programs including social media (Facebook, LinkedIn, Twitter, and survey monkey), Microsoft Office 365 (particularly strong knowledge of Excel), SharePoint Online, and WordPress

BENEFITS

- 401(k)
- Paid time off

WORKING CONDITIONS (TRAVEL, WEEKEND OR EVENING HOURS, OFF-SITE WORK)

In person work location.

Position will include evening hour and may include Saturday hours.

Position may require the ability to move and lift objects.

Prolonged sitting and regular and consistent use of computer, keyboard and mouse will be necessary.

01/27/2025 SL