



Job Description

Title: Receptionist and Program Assistant

Status: Part-time/non-exempt

Reports to: Bluffton Learning Center Manager

Function: To serve as the front office link between prospective students, volunteers, and the program manager, and to provide program and general administrative support for the center.

Duties:

1. Welcomes visitors and answers all telephone calls. Responds to basic inquiries and directs other inquiries to appropriate staff person.
2. Serves as a first contact with prospective and enrolled students. Provides information about programs and refers prospects to other TLC sites as appropriate.
3. Serves as a personal point of contact with daytime students. Follows up when students miss appointments or study sessions. Identifies potential problems affecting attendance and notifies program manager. Offers students encouragement and support.
4. Provides technical assistance to students using computerized programs. Oversees sign-in procedures and prepares weekly and monthly site utilization reports.
5. Provides general administrative support to program and management staff.
6. Enters and maintains prospective student and volunteer data in LACES database. Collects, enters and maintains student and volunteer hours on a monthly basis. Follows up on any outstanding attendance reports
7. Assists in the orientation, registration, and placement of prospective students, including those using computerized, self-study programs.

Qualifications:

Oral and written fluency in English and Spanish

Needs to be authorized to work in the United States (E-verify)

Minimum of high school diploma/GED

Strong organizational skills; ability to multi-task and set priorities in a busy office environment

Strong intrapersonal and communication skills

Computer literacy, keyboarding/data entry skills