



WEPA EMPOWERMENT CENTER RECEPTIONIST JOB DESCRIPTION

LOCATION

Onsite (Lebanon, PA)

Candidates must be located in Lebanon, PA for daily in-office operations.

Type: Full-Time, Non-Exempt

Work Week: 37.5 Hours (Mon–Fri) Primarily Monday–Friday, day shift. Occasional evening or weekend hours may be requested. Advance notice will be provided as applicable.

BENEFITS AND COMPENSATION

- **Salary:** \$18.00 to \$20.00/hour
- **Time Off:** 20 Days PTO + 13 Paid Holidays.
- **Insurance:** Comprehensive Health, Dental, and Vision coverage.
- **Future Planning:** Retirement plan eligibility.

POSITION SUMMARY

The Receptionist serves as the first point of contact for visitors, clients, students, and staff. This role provides professional customer service, manages front desk operations, and supports administrative tasks to ensure smooth daily operations.

KEY RESPONSIBILITIES

Front Desk & Customer Service

- Greet visitors and clients in a professional, welcoming manner.
- Determine the purpose of their visit and direct them appropriately.
- Respond to inquiries about programs, services, classes, and events.
- Maintain a clean, organized, and presentable reception area.

Communication & Scheduling

- Answer and route incoming calls; provide general information as needed.
- Monitor and manage the general email inbox and website inquiries.
- Schedule and confirm appointments, meetings, and conference room bookings.
- Place reminder calls and notify students of schedule changes or program updates.

Administrative Support

- Enter and update contact and client information in databases.
- Maintain program waiting lists and follow up with prospects or students.
- Perform data entry, filing, digitizing documents, and running reports.
- Assist with event planning, promotion, and follow-up activities.

Office Operations

- Sort, receive, and distribute mail and deliveries.
- Ensure office is adequately stocked with any necessary supplies/materials
- Operate standard office equipment including phones, computers, and copiers.
- Follow company policies, procedures, and confidentiality requirements.
- Support events or attend meetings outside normal working hours when needed.
- Perform other duties as assigned.

QUALIFICATIONS AND SKILLS

Education & Experience

- High School Diploma or GED required.
- 1–2 years of experience in reception, customer service, or administrative support preferred.
- Strong attendance and punctuality expected.

Skills & Abilities

- Bilingual (Spanish/English) strongly preferred.
- Excellent verbal and written communication skills.
- Strong organization, multitasking, and attention to detail.
- Proficiency in Microsoft Office Suite and Office 365 (Teams, Forms, OneDrive, SharePoint).
- Ability to handle sensitive information confidentially.
- Professional appearance and demeanor.
- Problem-solving ability and comfort working with limited supervision.

PHYSICAL & WORK ENVIRONMENT

- Frequent sitting, standing, walking, bending, reaching, and phone use.
- Must be able to lift up to 25 pounds.
- Work occurs primarily in an office environment with moderately loud noise levels.

WEPA Empowerment Center is an Equal Opportunity Employer. We celebrate diversity and are committed to an inclusive environment for all employees.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

This position description serves as a guideline for communicating the essential functions and other information about the position to the applicant/employee. It is not intended to create a binding employment contract nor cover every detail of the position and may be changed when appropriate.

Employee acknowledges receipt of a copy of this position description by signing below and will direct any questions regarding the content to their immediate supervisor.

Employee Signature

Date

Supervisor Signature

Date