

OPERATION Breakthrough

3039 Troost • Kansas City, MO 64109 • operationbreakthrough.org

Operation Breakthrough, Inc. is an equal opportunity/affirmative action employer and encourages applications from all qualified individuals including women, people of color, persons with disabilities, and lesbian, gay, bisexual, and transgender individuals. If you are interested in a career with Operation Breakthrough, Inc., please review our current job opening below.

Front Desk Receptionist

JOB SUMMARY:

The receptionist is the initial point of contact between Operation Breakthrough and the public, families, and children both in person and on the telephone. The receptionist should be pleasant and helpful and have familiarity and good relationships with employees, parents, children, volunteers, and visitors.

QUALIFICATIONS:

- High School Diploma or equivalent.
- Customer Service experience in dealing with the general public.
- Ability to focus on several tasks at once.
- Experience answering the telephone in a business environment.
- Willing to work a flexible schedule based on the demands of the workload.
- Excellent interpersonal skills and a pleasant demeanor.
- Excellent verbal, written, and organizational skills; able to work on multiple projects with numerous distractions.
- Ability to work effectively with a wide range of individuals within and out of the agency and to project a positive public image for oneself and Operation Breakthrough.
- Able to use a computer with or without accommodation.
- Proficient in database management, MS Word, and Excel.

ESSENTIAL JOB FUNCTIONS

- Monitor and control access to Operation Breakthrough.
- Monitor the clocking in and out children through the EZ Care software system.
- Monitor and implement the "Do Not Admit List".
- Monitor and ensure children are leaving with their parents or designated authorized person.
- Contact employees as necessary.
- Answer telephone switchboard and direct calls. Make announcements to the building staff.
- Prioritize multiple projects and tasks to meet deadlines while dealing with changes and interruptions.
- Maintain above-average proficiency in the use of computer programs and technical correspondence.
- Follows proper procedures as outlined in the staff handbook for resolving issues and problems.
- Completes all paperwork assuring for accuracy, timeliness & compliance with dates.
- Maintain a clear background screen as a requirement of licensing and other regulatory bodies annually.
- Be able to bend, kneel and squat and to lift and carry up to 45 pounds several times each day.
- Other duties as assigned.

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COMPETENCIES:

- Be dependable by arriving at work on time and consistently.
- Interact respectfully and professionally with others.
- Ability to be sensitive to the needs and feelings of others, to develop and maintain working relationships with others, to accept interpersonal differences and to deal effectively with others regardless of level or status.
- Manage personal life separate from professional commitments.
- Exhibit good hygiene and personal appearance.
- Show superior organizational skill.
- Promote communication, warmth, and respect among all staff and volunteers.
- Maintain confidentiality with regard to staff, children and families according to established guidelines.
- Model appropriate behavior, language and communication skills for staff members as well as children.

WORKING CONDITIONS

Indoor office environment.

Reports to: Chief Operating Officer

Deadline: Open Until Filled

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