

## Connecticut Hospital Association

### JOB DESCRIPTION

**JOB TITLE:** Receptionist/Administrative Assistant

**JOB SUMMARY:**

CHA's Receptionist/Administrative Assistant is responsible for operating a multi-line console, greeting and directing members and guests, coordinating reservations for several conference rooms, and providing administrative support for a broad and varied range of duties and frequently changing priorities. Generates documents, updates databases, assists with meeting groups, sets up and monitors meetings via Zoom, and provides back-up coverage for administrative team. Exceptional customer service and organizational skills are essential.

**DESCRIPTION OF DUTIES:**

- Perform receptionist duties for the Association; provide a positive first impression for our members. Ensure things run smoothly at the front desk, including handling calls, room issues, requests and inquiries.
- Monitor and schedule use of the Association's conference rooms; optimize room usage in order to minimize impact to customers and internal resources needed to manage changes.
- Maintain office security by following safety procedures and controlling access via the reception desk. Notify facilities about deliveries received.
- Submit, track, and manage catering orders.
- Complete a range of administrative support tasks including maintaining files, generating documents, proofreading drafts, inputting data, and transcribing dictation.
- Assist with the administrative and logistical aspects for numerous formal meetings groups, including registration, document distribution, and serve as back-up for Zoom or onsite logistics.
- Perform miscellaneous administrative tasks, e.g. updating databases, distributing Newsclips to members, and generating and distributing surveys as needed.
- Track applicable information and generate operational metrics reports monthly for kitchen inventory, postage usage, copier clicks, and conference room usage. Update the publications database.
- Serve as the back-up for many tasks, including room set-up, supply orders, bill processing, stamping checks, and kitchen/catering duties.

**REQUIREMENTS:**

- Minimum of 3 years' experience in a similar role with the ability to project a positive attitude over the phone and in personal interactions.
- Strong interpersonal and customer service skills and the ability to build relationships.
- Detail-oriented and organized; able to manage multiple priorities despite numerous interruptions.
- Effective time management skills; adaptable to changing requirements.
- Professional attitude and appearance.
- Ability to be resourceful and responsive when issues arise, ensuring the right people are informed.
- Effective written and verbal communication skills.
- Proficiency in the use of MS Office, experience using Zoom or other video meeting platforms, aptitude to learn other software/technology.
- A spontaneous desire to assist others; a true team player.

EOE

ALP