**TITLE: Switchboard/Receptionist Office Supervisor**

**LAST REVISED: October 1, 2013**

**REPORTS TO: Administrator**

**METHOD OF PAY: Hourly**

**Purpose of Your Job Position**

The primary purpose of your job position is to supervise the staff, perform switchboard functions and clerical support in an efficient manner in accordance with established procedures, and as directed by the Administrator. As Switchboard / Receptionist Office Supervisor, you are delegated the administrative authority, responsibility, and accountability necessary for carrying out your assigned duties.

**EDUCATION / EXPERIENCE:**

1. Must have High School Diploma or its equivalent.

**PHYSICAL REQUIREMENTS:** (with or without the aid of mechanical devices)

1. Must be able to cope with the mental and emotional stress of this position.
2. Must possess sight, hearing senses or use prosthetics that will enable these senses to function adequately so that the requirements of this position can be fully met.
3. Must meet the general health requirements set forth by the policies of this facility which include a medical and physical examination.
4. Must function independently, have flexibility, personal integrity, and the ability to work effectively with other personnel.
5. Must have a pleasant speaking voice.
6. May be necessary to assist in the evacuation of residents during emergency situations.

**EXPECTATIONS:**

**Every effort has been made to identify the essential functions of this position. However, it in no way states or implies that these are the only duties you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is an essential function of the position.**

Magnolia Manor, Inc. has embraced the concept of *Servant Leadership* and is committed to its implementation company-wide*.* Servant Leadership is all about building a workplace community that cares about and serves others, a workplace that creates a sense of shared responsibility where all employees feel they are valued and are an integral part of our organization. Employees must be willing to become a part of the “Servant Leadership Team”, dedicated to continuous improvement in developing and demonstrating the servant leadership characteristics:

Patience Showing self-control

Kindness Giving attention, appreciation, and encouragement

Humility Being authentic, not thinking less of yourself, but thinking of yourself less

Respectfulness Treating others as important people

Selflessness Meeting the needs of others

Forgiveness Giving up resentment when wronged

Honesty Being free from deception

Commitment Sticking to your choices

*Supervisory duties:*

1. Supervise the staff in accordance with Magnolia Manor policies and procedures.
2. Hiring, training, and scheduling of the staff.
3. Cover the schedule for call outs, vacations, illnesses, and any other reason for vacancies
4. Ensure all communication, whether by telephone or in person, is handled with the utmost professionalism and respect.
5. Prepare month end postage report for the Business Office

*Switchboard Operator/Receptionist Supervisor duties:*

1. Answering switchboard and directing calls.
2. Count Operating and RBA money drawer and balance.
3. Keep Petty Cash record and balance.
4. Check in Garden Apartment residents as they call in each morning on the check-in sheet by 10:00 a.m.. Villas, Edgewood, Ministerial Cottages and Lake Cottages residents call in by the E-Call System. Check the computer sheet and call any resident that is listed on the sheet as not calling in, if no answer, call the Service Coordinator to check on residents that did not call in from the Garden Apts., Villas, Edgewood, Ministerial and Lake Cottages.
5. Put mail in mailboxes after it is received from the Post Office.
6. Dispense money from RBA to residents as they request.
7. Screen all visitors, direct them to resident’s room, and if here to see employee ask them to have a seat and notify their Supervisor of the visitor.
8. Answer maintenance radio and direct maintenance requests by radio.
9. Copy menus for Dietary.
10. Meter and mail all outgoing mail
11. Place newspapers in mailboxes
12. Make copies as requested and keep paper in the copy machine.
13. Keep registry for Guest Apartments.
14. Receive and record all meds from Pharmacies.
15. Count Dietary money drawer.
16. Receive dietary money each day and balance sheet.
17. Forward mail
18. Receive money for rent, housekeeping, meals, etc. and record on computer.
19. Implementing the established Disaster Plan by managing the Switchboard/Receptionist area as Command Center for handling disasters.

*Staff Development:*

1. Create and maintain an atmosphere of warmth, personal interest, and positive emphasis, as well as a calm environment throughout the facility.
2. Attend and participate in In-service programs provided in the facility to meet state and facility regulations of 16 hours per year.

*Safety and Sanitation:*

1. Follow all established safety procedures and precautions when operating office equipment.
2. Report equipment malfunctions or breakdowns to your supervisor as soon as possible.
3. Follow established regulations governing the use of labels and MSDs for hazardous chemicals within the department.
4. Follow established ergonomics policies and procedures governing lifting techniques, repetitive tasks, and the use of safety equipment and supplies to prevent work-related injuries and illnesses.
5. Report all unsafe/hazardous conditions to your supervisor immediately.
6. Other(s) that may become necessary/appropriate to assure that the facility is maintained in a clean, safe and sanitary manner.

*Equipment and Supply Functions:*

1. Request supplies and repairs for office equipment as necessary.
2. Use office supplies in an efficient manner to avoid waste.
3. Ensure that work/assignment areas are neat, clean, and office equipment is covered before leaving such areas on breaks, end of work day, etc.

*Resident Rights:*

1. Maintain confidentiality of all pertinent resident care information to assure resident rights are protected.
2. Knock before entering a resident's room.
3. Ensure that resident's rights to fair and equitable treatment, self-determination, individuality, privacy, property and civil rights, including the right to wage complaints, are followed.

*Working Conditions:*

1. Works in office areas as well as throughout the facility and its premises.
2. Moves intermittently during working hours. Is subject to frequent interruptions.
3. Is subject to hostile and emotionally upset residents, family members, visitors, etc.
4. Works beyond normal working hours or shifts.
5. Attend Inservice continuing educational programs.
6. Communicate with all Department employees.

*Other:*

1. Subject to frequent interruptions.
2. Must be flexible in willingness and ability to work on any unit and/or shift needed to meet the requirements of Magnolia Manor residents.
3. Subject to call-back during any emergency conditions (i.e., severe weather, evacuation, natural disaster, etc.).
4. You are expected to follow the policies set forth in the employee handbook.
5. Must be without conviction of any criminal offense that would prohibit employment in a nursing facility or exclusion from participation in any Federal health care programs.

ACKNOWLEDGMENT

I have read this job description and fully understand the requirements set forth therein. I hereby accept the position of **Switchboard Operator/Receptionist Supervisor** at the Retirement Center and agree to perform the identified essential functions in a safe manner and in accordance with the facility's established procedures. I understand that as a result of my employment, I may be exposed to blood, body fluids, infectious diseases, air contaminants (including tobacco smoke), and hazardous chemicals and that the facility will provide to me instructions on how to prevent and control such exposures. I further understand that I may also be exposed to the Hepatitis B Virus and that the facility will make available to me, free of charge, the hepatitis B vaccination.

I understand that my employment is at-will, and thereby understand that my employment may be terminated at-will either by the facility or myself and that such termination can be made with or without notice.

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Switchboard Operator/ Receptionist Supervisor

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Administrator