**Receptionist**
**Closing Date:** Until Filled
**Classification:** Non-Exempt
**Salary Range**: $17.01 - $21.1985 hourly (DOE)

**PURPOSE:**
Under the direction of the Executive Director, CFO, and/or designee, the Receptionist provides essential front office and administrative support to ensure the smooth daily operations of Westside Regional Center (WRC). This position serves as the primary point of contact for visitors, callers, individuals served, families, staff, and external partners, and is responsible for maintaining a professional, welcoming, and organized reception area.

The Receptionist performs a variety of clerical and customer service duties requiring discretion, confidentiality, and strong interpersonal skills. This position supports the Center's mission by providing responsive, courteous service while assisting with general office operations.

**Reception & Administrative Support**

- Serve as the primary front desk contact by greeting visitors, determining the nature of their visit, and directing them appropriately.
- Answer, screen, and route incoming telephone calls in a professional and courteous manner; take and relay accurate messages.
- Monitor visitor access, maintain sign-in logs, issue visitor badges, and follow established building security procedures.
- Provide general clerical and administrative support including filing, scanning, copying, data entry, and document preparation.
- Receive, sort, and distribute incoming mail, deliveries, and packages; prepare outgoing mail as needed.
- Maintain a clean, orderly, and professional reception and lobby area.
- Schedule appointments, reserve conference rooms, and assist with meeting logistics as requested.
- Maintain office calendars, directories, and contact lists.
- Assist staff with routine administrative tasks and office support requests.
- Order and track front office supplies and notify leadership when restocking is required.
- Maintain confidentiality of sensitive, protected, and personally identifiable information in accordance with WRC policies and applicable laws.
- Communicate effectively with individuals served, families, staff, vendors, and the public, using tact and professionalism at all times.
- Perform other related duties as assigned to support administrative and office operations.

**Requirements:**

- General office practices, procedures, and front desk operations
- Customer service principles and professional telephone etiquette
- Confidentiality standards and workplace professionalism
- English including spelling, grammar, punctuation, and vocabulary
- Basic computer applications including email, calendars, word processing, and data entry systems

**Ability to:**

- Communicate clearly, professionally, and courteously both verbally and in writing
- Interact effectively with diverse populations, including individuals with developmental disabilities and their families
- Handle sensitive and confidential information with discretion
- Manage multiple tasks, frequent interruptions, and shifting priorities
- Use standard office equipment and computer systems efficiently
- Establish and maintain positive and effective working relationships
- Follow established policies and procedures and exercise sound judgment

**Education:**

Sufficient education, training, and experience to successfully perform duties. A typical way of obtaining the required qualifications is:

- High school diploma or equivalent
- Prior experience in a receptionist, front desk, or administrative support role preferred

**License Or Certificate:**

- Possession of, or ability to obtain, a California driver's license.

**Additional Qualifications:**

- **Bilingual (Spanish/English) preferred**
- Experience working in a healthcare, nonprofit, or public-serving organization preferred

**WORK ENVIRONMENT & CONDITIONS**

This position is based in the office onsite daily. This is a full time, non-exempt role and hours may vary based on the needs of the Westside Regional Center.

May require occasional extended hours for urgent matters

**Physical Requirements & Travel**

- Ability to remain in a stationary position (seated or standing) for extended periods while working at a computer
- Ability to move throughout the office to access files, attend meetings, and engage with staff and visitors
- Ability to **lift, push, pull, and carry up to 25–30 pounds** occasionally (files, office supplies, equipment)
- Work performed in a professional office environment with standard and bright overhead lighting
- Local travel may be required within the WRC service area
- Must maintain a **valid California Driver's License**, reliable transportation, and **active automobile insurance** throughout employment
- Reasonable accommodations will be made for individuals with disabilities to perform essential job functions

WRC is an equal opportunity employer. Further, WRC will consider for employment qualified applicants with criminal histories in a manner consistent with the requirements of the City of Los Angeles' Fair Chance Initiative for Hiring Ordinance.

Apply at Jobs-WRC@WestsideRC.org and reference the Title in your email.