



Position: Front Desk Receptionist
Reports To: Program Manager
Classification: Full-Time, Non-Exempt
Office Location: Northern Nevada Center (Reno)

Deaf Centers of Nevada agency Description

Deaf Centers of Nevada, (DCN) is a private, non-profit agency that serves individuals who are d/Deaf, hard of hearing, deaf-blind, late deafened, and speech impaired; their families, friends, and community service providers. Our Mission is to advocate, seek equality and promote self-determination through empowerment for those who seek our assistance; and to enhance the awareness and understanding of Deaf Culture and the unique communication needs of the Deaf and Hard of Hearing individuals.

Job Summary

The Front Desk Receptionist for the Northern Nevada Center will be responsible for answering incoming telephone and videophone calls, directing these calls to appropriate staff, clerical support and other typical front office tasks. The Receptionist is the first point of contact for the entire organization, which requires advanced ASL skills, a positive attitude and polished, professional appearance.

Tasks, Duties, and Responsibilities

- Provides the necessary office and front desk support to Northern Nevada Center.
- Welcomes on-site guests and determine nature of visit, and forwards arrival to staff.
- Answers incoming voice, videophone and TTY calls, determining purpose of caller, and forwarding calls to pertinent staff.
- Takes and delivers messages or transferring calls to voicemail when staff are unavailable.
- Assists Program Manager with clerical duties to include copying and organizing/ maintaining files.
- Prepares routine letters, reports and memos for Northern Nevada Center, retrieves documents, records and information as well as prepares responses of routine inquiries.
- Follows filing systems procedures in the office and ensures that these systems are up to date and that records are maintained in a secure and confidential fashion.
- Maintains a safe and secure working environment.
- Conducts Informational and Referral activities.
- Develops and participates in program activities for Deaf Centers of Nevada.
- Support administrative and special projects requirements, as assigned.

Required Knowledge, Skills, and Qualifications

- High school degree or GED, with experience in office support or a related field preferred
- 3-5 years' experience in working with deaf and hearing communities in any area
- Working knowledge in Microsoft Word, Excel, PowerPoint and Outlook
- Good customer service, organizational and office skills
- ASL/Deaf Culture knowledge; Deaf applicants welcomed
- Familiarity of community resources for the Deaf and related communities
- Ability to work cooperatively with a diverse constituency of clients and maintain confidentiality
- Applicant must successfully complete a criminal background check for this position.