**Receptionist**

**Position: Receptionist**

**Salary Range: $40,000 - $45,000 per year**

**Reports to: Director of Advocacy**

**This position is Full Time and 100% In Person**

**Bilingual Spanish-English Required**

For 67 years, LSA Family Health Service, a community-based nonprofit, has supported thousands of low-income and immigrant families. LSA provides families with the most critical resources they need – food, clothing, healthcare, education, a safe home, and advocacy services. We believe by supporting and empowering families, our entire community will thrive.

**Position Overview:** The Receptionist is the first face of the organization for people in their time of need. The Receptionist is responsible for responding to visitors, calls and inquiries by directing them to the appropriate people, gathering relevant information, and maintaining accurate records in Google Calendar, our database, and other systems as needed to facilitate the purpose of their visit.. The Receptionist’s role is invaluable in maintaining effective logistics and communication throughout the organization while ensuring a welcoming environment for all.

**A Typical Day:** This morning you greeted Mr. Alvarez, who arrived at LSA’s front desk looking anxious and unsure where to begin. He’d just received a letter about his SNAP benefits that he doesn’t understand, and he didn’t know who to talk to. You calmly listened, reassured him, and connected him with the right Family Support Team member. While he waited, you helped a volunteer sign in, directed a donor dropping off school supplies, and answered three phone calls—one from a mom asking about ESL classes, another from a Community Health Worker confirming a home visit, and one from a neighbor worried about a friend’s eviction notice. You updated the appointment calendar, logged notes in the database, and made sure the lobby stayed welcoming and safe. You are the new Receptionist at LSA Family Health Service, connecting families to the help they need with warmth, clarity, and compassion.

**Responsibilities:**

* Greet guests and respond to phone calls, voicemails, and emails in a timely and professional manner.
* Check and schedule appointments using Google Calendar to facilitate the needs of clients, staff, vendors, volunteers, donors, and other guests.
* Navigating and inputting notes into our database system as needed.
* Maintain a clean, safe, and orderly environment in the lobby and front entrance area.
* Assist clients, donors, and volunteers with basic inquiries while gathering any relevant information or documents.
* Receiving mail and donations, and ensuring they go to the correct recipients.

**Skills and Experience:**

* Must be English-Spanish Bilingual.
* High school diploma, GED, or equivalent required.
* Ability to work independently with minimal supervision.
* Patience, an even temperament, and basic conflict resolution skills are a must.
* Strong multi-tasking and interpersonal skills.
* Ability to lift and carry up to 20 pounds.

**Benefits:** Health, dental and vision insurance. A 403(b) retirement plan. A generous time off policy including up to 12 personal, 15 vacation and 12 sick days per year in addition to paid holiday closures.

**To apply:** please submit your resume and a cover letter to [JStarkenburg@lsafhs.org](mailto:JStarkenburg@lsafhs.org) with the job title in the subject line, or apply through [our LinkedIn page](https://www.linkedin.com/company/lsafamilyhealthservice/).

*LSA Family Health Service provides equal employment opportunities to all applicants without regard to race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), parental status, national origin, age, disability, genetic information (including family medical history), political affiliation, military service in accordance with applicable federal, state and local laws.*

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