



Tony La Russa's  
**Animal  
Rescue  
Foundation**

**Job Title:** Receptionist  
**Reports to:** Volunteer Services Director  
**Department:** Volunteer Services  
**FLSA Classification:** Non-Exempt  
**Updated:** August 2019

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**Core Values**

- Open
- Driven
- Educator's Spirit

**Strategic Anchors**

- Save Lives
- Inspire Learning
- Connect Hearts

**Position Summary:**

The receptionist shows enthusiasm for our adopters, donors, clients, customers and partners and creates a positive first impression of ARF in a fast paced environment. They answer calls and greet visitors in a warm and welcoming manner while transferring calls to appropriate staff and directing visitors. They exemplify a trusted professional by exercising diplomacy, confidentiality, and a high level of integrity at all times.

**Principal Duties:**

- Answer all incoming calls from main reception line in a professional, warm and welcoming manner and transfer calls to appropriate staff extensions; check the general voicemail messages regularly and forward calls to appropriate extensions.
- Greet and direct all visitors, staff, vendors, and volunteers.
- Process in-kind and monetary donations.
- Use email, ARF's web site and Outlook calendars to remain current on pertinent events and communicate with staff.
- Process outgoing mail through Pitney Bowes postage machine.
- Update and create documents for reception desk and other departments as needed using Word and/or Excel.
- Handle challenging situations professionally, calmly, and with consistent messaging regarding ARF's policies and procedures.
- Promote a cohesive reception team with effective written and verbal communication with Front Desk Coordinator and volunteers.

- Keep reception desk clean and organized; stock entry area with printed materials; take inventory of reception supplies.
- Maintain security when keys are checked in/out by volunteers and vendors.
- Update supervisor regarding front desk happenings; work with supervisor to provide solutions as needed.
- Always promote a humane and caring attitude toward all animals
- Always treat people and animals with respect, contribute to effective teamwork, promote staff cooperation, and foster public relations beneficial to ARF.
- Maintain the confidentiality of all information.
- Perform duties in a manner which encourages attainment of goals, contributions and business for ARF and its programs.
- Comply with all Federal, State and local safety regulations and laws, as well as ARF policies and guidelines. Follow established procedures governing safe work practices; and perform duties in a manner that assures the safety of oneself and others.
- Promote teamwork, communication, and cooperation with all other departments.
- Perform other duties as assigned.

**Physical Requirements:**

- Work environment includes constant exposure to animals and animal allergens.
- Push and pull moderately heavy objects up to 40 pounds.
- Lift and move objects weighing up to 40 pounds for short distances.
- Kneel, bend, stoop, squat, reach above and below shoulder level, grasp and turn objects, stand, and/or walk frequently and repetitively throughout each shift.
- Flex the neck upward and downward; twist the neck and the waist.
- Sit for long and short periods of time using a computer.
- Tetanus and rabies inoculations are required or must be waived.

**Educational Requirements:**

- High School Diploma or equivalent.

**Experience, Abilities and Qualities Required:**

- One year previous receptionist or other relevant experience.
- Excellent multi-line telephone skills while exercising diplomacy and confidentiality in communicating with others.
- Exhibits strong interpersonal skills, and exhibits a professional manner at all times with a diverse staff, volunteers and community.
- Friendly, energetic, and welcoming manner.
- Ability to demonstrate active listening through body language and responses.
- Professional personal appearance.

- Ability to stay calm; keep a soft and courteous tone of voice in the midst of a fast paced environment.
- Ability to multi-task.
- Computer savvy with the internet, Outlook email, Word and Excel.
- Takes initiative, demonstrates excellent judgment.
- Experience with Pitney Bowes mail machine a plus.
- Flexible and able to adapt quickly to rapid changes in procedures and/or protocols.
- Follows directions and policies with a positive attitude.
- Effective verbal and written communication skills.
- Strong organizational and administrative skills and attention to detail.
- Affection for animals, concern for their welfare and a willingness to accommodate animals in the workplace.
- Ability to communicate with the public, volunteers and co-workers in a pleasant, courteous and tactful manner at all times.
- Comfortable and skilled in working with diverse staff, volunteers and community.
- Must be able to pass a background check.

**Hours:**

Part time: 20 hours per week. Daily reporting hours and days of the week may vary according to the needs of the department. Weekend work will be required. Periodical hours may be needed to cover vacation and illness of co-workers.

**Starting Rate:** \$15.00 per hour, depending on experience.

**To Apply:**

An employment application is available for download on ARF's Career Homepage. To apply for this job, please send your cover letter, resume, and employment application to [gmcduff@arflife.org](mailto:gmcduff@arflife.org), fax to (925) 977-9079 or mail to "ARF Jobs, 2890 Mitchell Drive, Walnut Creek, CA 94598".