



## **Receptionist**

Want to join one of South Texas' premier child welfare agencies in "restoring innocence and strengthening families?" Family Tapestry, a Division of The Children's Shelter, is looking for you! Since 1901, The Children's Shelter has provided a continuum of Trauma-Informed Care for Bexar County children with a history of prolonged abuse, abandonment and/or neglect. Family Tapestry was created in 2018 to weave together the community to transform the foster care experience in Bexar County. Our goal at Family Tapestry is to ensure each child is safe in care, achieves permanency, improves their overall wellbeing, experiences fewer moves and shorter stays in care, and increases family engagement, which leads to better outcomes, trusting relationships, and meaningful connections. It takes one person to change the life of a child. Will you be part of our tapestry to fulfill our mission?

The Receptionist is responsible for greeting clients, answering incoming calls, mail distribution, flow of correspondence, requisition of supplies as well as other clerical duties. S/he handles details of a highly confidential and critical nature, and must function efficiently and effectively in a fast-paced professional environment. S/he will have a proven ability to independently manage multiple tasks screen and prioritize communications and opportunities from external and internal sources, and organize and maintain administrative processes.

### **Responsibilities Include:**

- Welcomes visitors by greeting them, in person or on the telephone, answering or referring inquiries.
- Directs visitors by maintaining employee and department directories.
- Maintains security by following procedures; monitoring logbook, issuing visitor badges.
- Maintains telecommunication system by following manufacturer's instructions for house phone and console operation.
- Maintains safe and clean reception area by complying with procedures, rules, and regulations.
- Provides callers with information such as company address, directions to the company location, company fax numbers, company website and other related information.
- Coordinates the pick-up and delivery of express mail services (FedEx, UPS, etc.)
- Understand organizational policies and procedures necessary to ensure appropriate decision-making protocols are followed.
- Ensure that various administrative tasks are done in an effective and efficient manner, including copying, reviewing outside mail, drafting correspondence, screening phone calls when requested, and maintaining files as needed.
- Serves as point of contact for the acceptance, coordination and distribution of in-kind donations
- Maintains inventory of donations and coordinates distribution to programs.

### **Requirements:**

- Receptionist or administrative support experience desired.
- Proficient in Microsoft Word/Excel/PowerPoint and Outlook.
- Bilingual in Spanish preferred.
- Skilled in organizing work in a responsible way in an environment with multiple challenges; must have excellent time management skills.
- Punctuality and professional attire a must.
- Ability to work unsupervised.
- Good public presence and telephone manner with a positive and friendly attitude toward all people.
- High School Diploma.

**Family Tapestry is a Division of The Children's Shelter - an Equal Opportunity Employer committed to a culturally diverse workplace and offering a competitive pay and benefits package.**

You can apply on-line by visiting our website [www.familytapestry.org](http://www.familytapestry.org) or in person at:

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San Antonio, TX 78228  
Monday-Friday 8am-5pm