



Founded in 1932, Council for Relationships is a nonprofit organization with the mission of helping people improve their important relationships by providing exemplary therapy, educating and training clinicians, and advancing the behavioral health field through research. More than 70 therapists and psychiatrists plus 50 interns serve approximately 5,000 people annually via online therapy and at 10 offices and other community-based locations.

The **Manager of First Impressions** will provide full-time front desk coverage for the organization. This is a full-time position that reports to the Chief Financial Officer (CFO)/ Co-Interim CEO and is the daily on-site face of the organization.

Responsibilities

- Provides full-time coverage for the front desk and answers and routes incoming calls
- Greets clients and notifies clinicians/interns of their arrival as needed
- Provides administrative support to CFO and University City Office Director
- Orders supplies for all offices (in coordination with Office Directors)
- Liaises with building management regarding any maintenance needs and/or concerns
- Distributes incoming office mail
- Uses EHR system to enter appointments and payments for clinical interns
- Provides support to interns regarding administrative procedures
- Makes photocopies, sends faxes, shreds confidential documents
- Oversees the part-time reception staff and coordinates coverage for vacation and sick leave
- May run errands and perform miscellaneous job-related duties as assigned
- Maintains general office tidiness
- Coordinates courier services as needed
- Liaises with equipment vendors
- Coordinates internet/telephone tech support (as needed)
- Tracks laptops (in coordination with Office Directors)
- Maintains master list for scheduling meeting rooms
- Maintains distribution lists for the entire organization



Education, Knowledge, Skills, and Abilities

- Associates degree preferred, HS Diploma or GED required
- Prior Customer Service and/or reception experience is strongly preferred
- Ability to quickly learn the organization's software programs and systems as needed
- Ability and willingness to work on-site daily
- Ability to represent Council for Relationships professionally in all interactions
- Pleasant, outgoing personality

Physical Demands/Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without a reasonable accommodation. While performing the duties of this job, the employee will frequently stand; walk; sit; use hands to finger, handle, or feel objects, tools, or equipment; reach with hands and arms; balance; speak and hear.

1. The employee will need mobility within the office including movement from floor to floor and must be able to: climb stairs; stoop; kneel; or crouch
2. The employee must occasionally lift and/or move up to 10 pounds
3. Operate related office equipment and use necessary tools including accessing information using a computer and related components; frequent computer use at a workstation for extended periods of time
4. Specific vision abilities required by the job include frequent reading and close vision; distance vision; color vision; peripheral vision
5. The noise level in the work environment is usually moderate
6. May require working non-traditional hours based on operational and/or customer service needs

This job description does not necessarily list all the duties of the job. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. This also does not represent all of the performance expectations and characteristics of individuals required to perform a job adequately. This job description is not a contract for employment, and either you or the company may terminate your employment at any time, for any reason.