



TOTAL CARE SERVICES, INC.  
Helping Others Meet Life's Challenges

# POSITION ANNOUNCEMENT

**Position Title:**

Receptionist

**Work Schedule:**

8:30 am – 5:00 pm (flexible as needed)

**Location:**

Total Care Services, Inc.  
5000 Philadelphia Way, Suite J, Lanham, MD 20706

**Job Description:**

The Receptionist is responsible for the day to day efficient, effective, and professional greeting and communications functions of the front desk of Total Care Services, Inc. The Receptionist is expected to have the switchboard open and operating promptly at 8:30 a.m. and throughout the day until 5:00 p.m. Relief switchboard coverage will be provided for a one-hour lunch. The Receptionist should work with the relief coverage to determine appropriate times for lunch and breaks.

**Duties and Responsibilities:**

- Ensure phone calls are redirected according to TCS protocols.
- Greet guests in a professional, friendly, and hospitable manner.
- Type memos, correspondence, reports, and other documents.
- Greet visitors, instruct staff and guests to sign-in, assign visitors to the appropriate waiting area or conference room.
- Interview all visitors not on staff with Total Care Services, Inc.
- Receive incoming calls and dispatch calls to the appropriate department and staff.
- Receive and distribute in-coming mail, meter all outgoing mail and packages.
- Arrange the pickup and delivery of courier services.
- Make sure the lobby area is free of debris; have an adequate number of chairs in the lobby area for visitors.
- Control the use of the copier and fax machines. Copy and fax documents for staff who are not working at the office site.
- As assigned, word process correspondence from the Office Manager.
- Perform other duties as required and assigned.

**Qualifications:**

- Must possess a high school diploma or GED equivalency.
- Must be a United States citizen who is lawfully authorized to work in the US.
- Must have 3-4 years of office experience and be knowledgeable of office procedures and protocols.
- Must be knowledgeable of the operation of business machines and computer software packages.
- Possess excellent phone etiquette.
- Punctual and reliable.
- Possess excellent verbal communication skills. Preferably able to communicate in Spanish.
- Able to work with minimal supervision.
- Able to multi-task.
- Must be responsible, reliable and able to carry out job functions.
- Maintain a professional appearance.
- Must be customer service drive.
- Must have strong MS Office skills (Word, Excel, and Outlook).

**How to Apply:**

To apply for this position online go to [http://totalcare1.org/career\\_opportunities](http://totalcare1.org/career_opportunities) and upload your resume.