Job Title:	**Receptionist**
Program/Dept.:	Administration
Classification:	Regular, Full-Time, Non-Exempt
Salary Range:	**$17.00 - $20.00**
Reports to:	Human Resources Director
Location:	4789 E. Cesar Chavez Blvd, Fresno, CA 93727
Date:	October 27, 2026

1. AGENCY

The Fresno Center (TFC) is a non-profit organization that was established in the past 30+ years, serving the community of Fresno County. TFC offers 20 different support services that include mental health, wellness, and healing, from immigration to education advocacy to clinical behavioral services to holistic wellness services. TFC is the one-stop shop that promotes cross-cultural understanding and cultural preservation. Eight of our 20+ programs focus on mental health services. Our motto is to "Inspire, Empower, and Cultivate". Our commitment is to equip staff with the best training and practices to develop and maintain client loyalty and be the employer of choice in the Central Valley.

The Fresno Center's Mission Statement: To assist individuals in becoming self-sufficient, self-fulfilled and productive members of the community while fostering cultural preservation and promoting cross cultural understanding.

The Fresno Center's Vision: The Fresno Center will be a champion for positive change through empowerment, education, and collaboration.

2. POSITION SUMMARY

The Receptionist is responsible for performing clerical tasks within an office setting to support daily operations. Their duties include answering and transferring phone calls to employees, sorting and delivering mail to employees and greeting visitors when they arrive for meetings with management or other staff. As a receptionist, you will be the first point of contact for our company. Our receptionist's duties include offering administrative support across the organization. You will welcome guests and greet people who visit the business. You will also coordinate front-desk activities, including distributing correspondence and redirecting phone calls.

3. JOB DUTIES & RESPONSIBILITIES

3.1. Front Desk Operations & Visitor Support

- 3.1.1. Serve as the welcoming face of the organization; greet clients, volunteers, donors, and community partners, routing them to the appropriate staff member or program area.
- 3.1.2. Open the main office daily.
- 3.1.3. Answer, direct, and screen telephone calls; take and relay messages as needed.
- 3.1.4. Provide information to callers, greet visitors entering the organization, and direct individuals to the appropriate destination.
- 3.1.5. Maintain knowledge of personnel whereabouts and ensure accurate sign-out/sign-in procedures for customers, clients, and on-site staff.
- 3.1.6. Maintain a clean-desk policy at the reception counter. Ensure intake forms, behavioral notes, and attendance logs are kept face-down and immediately filed away from public view.
- 3.1.7. Respond to questions or requests from customers and the public and refer them to the correct department.
- 3.1.8. Direct all complex clinical or program-related inquiries from families to the designated Case Manager or Program Director, maintaining a strict policy of never confirming or denying mental health program attendance to unverified callers.
- 3.1.9. Maintain a clean, organized, welcoming, and accessible lobby and reception area that reflects the organization's community-centered mission.
- 3.1.10. Maintain visitor log, issue visitor badges when applicable, and support office security procedures by monitoring front entrance activity.
- 3.1.11. Notify appropriate staff when clients, visitors, vendors, or community partners arrive for scheduled appointments or meetings.

3.2. **Administrative & Clerical Support**

3.2.1. Provide general clerical and administrative support to all levels of professionals.
3.2.2. Schedule conference room reservations for assigned areas and organize meetings as needed.
3.2.3. Prepare letters and documents as needed.
3.2.4. Enter data into spreadsheets to support the flow of clientele.
3.2.5. Support staff with safety and incident reports.
3.2.6. Maintain accurate records, files, logs, and front office documents in accordance with agency procedures and confidentiality requirements.
3.2.7. Assist with copying, scanning, filing, faxing, and distributing documents for staff and program needs.
3.2.8. Assist payroll with distribution of paychecks.
3.2.9. Adhere strictly to HIPAA guidelines by applying the minimum necessary rule when accessing, viewing, or sharing patient Protected Health Information (PHI)

3.3. **Mail, Supplies & Office Equipment**

3.3.1. Receive and sort inter-office and external mail and package deliveries.
3.3.2. Ensure common areas in office premises are equipped with required office supplies as appropriate.
3.3.3. Order and monitor the use of equipment and supplies within the office.
3.3.4. Coordinate the maintenance and repair of office equipment.
3.3.5. Maintain inventory of office supplies and submit supply requests or notify the appropriate staff when items need to be replenished.
3.3.6. Support outgoing mail, courier services, and package tracking as needed.

3.4. **Training & Front Office Coordination**

3.4.1. Track staff trainings, including new hire trainings, monthly policy and procedure trainings, and program-related trainings.
3.4.2. Monitor interns gaining experience in the front office by signing off on their timesheets and training them on front office responsibilities.
3.4.3. Communicate front office updates, visitor flow concerns, training needs, or facility issues to the appropriate supervisor or department.

3.5. **Other Duties**

3.5.1. Perform other duties as assigned.

4. MINIMUM QUALIFICATIONS:

4.1. Must be able to type 35 WPM.
4.2. Must pass background check and Drug Test
4.3. Must complete annual HIPAA and role-specific privacy/security training.
4.4. Proficiency in general office software
4.5. Commitment to the mission and values of the agency,

5. COMPENTENCY:

5.1. Bilingual in English and Hmong/Spanish preferred.
5.2. Strong keyboard skills.
5.3. Strong written and communication skills.
5.4. Knowledge of clerical and administrative procedures.
5.5. Knowledge of customer service practices and principles.
5.6. Ability to manage information of employees.
5.7. Organizing and planning project experience
5.8. Great attention to detail and stress tolerance.
5.9. Demonstrate understanding of patient confidentiality, electronic PHI safeguards, and privacy standards.

6. WORK ENVIRONMENT:

6.1. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
6.2. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

7. TYPICAL WORKING CONDITIONS:

7.1. The office setting is a normal environment.
7.2. Occasionally work during early morning, evening, or weekend.
7.3. May be subject to temperature variances in the office.
7.4. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy day.

8. TYPICAL PHYSICAL DEMANDS.

8.1. Requires sitting, standing, or walking for up to eight hours a day.
8.2. Some bending, stretching, or reaching may be necessary.
8.3. Lifting to 40 pounds may be required on occasion.
8.4. Vision must be correctable to 20/20
8.5. Hearing must be in the normal range for telephone contact.

9. POSITION TYPE AND EXPECTED HOURS OF WORK:

9.1. Full-time, typical work hours are 8:00 am to 5:00 pm, Monday to Friday
9.2. Evenings and weekends as needed.

10. TRAVEL:

10.1. Travel time is expected for the position. Travel time includes travel to meetings, off-site training, or between job sites, as needed.
10.2. Individuals may also be expected to use their own vehicle to travel.

11. REQUIRED EDUCATION AND EXPERIENCE:

11.1. High School Diploma or equivalent (AA degree from an accredited college preferred)
11.2. Two years' experience working as a secretary/receptionist/front office.
11.3. Experience in administrative or clerical activities.

12. BENEFITS:

12.1. Medical, vision, and dental coverage.
12.2. Life insurance coverage at annual salary.
12.3. Sick leave, per personnel policy (7 days per year).
12.4. 401k retirement plan, after completion of 90 days of employment; potential 3% match.
12.5. Vacation, per personnel policy (12 days per year).
12.6. Holidays per personnel policy (currently 12 paid holidays per year)

13. Affirmative action plan/Equal employment opportunity (AAP/EEO):

It is the policy of The Fresno Center to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable law. This policy relates to all phases of employment, including, but not limited to, recruiting, employment, placement, promotion, transfer, demotion, reduction of workforce and termination, rates of pay or other forms of compensation, selection for training, the use of all facilities, and participation in all company-sponsored employee activities. Provisions in applicable laws providing for bona fide occupational qualifications, business necessity or age limitations will be adhered to by the company where appropriate.

As part of the company's equal employment opportunity policy, The Fresno Center will also take affirmative action as called for by applicable laws and Executive Orders to ensure that minority group individuals, females, disabled veterans, recently separated veterans, other protected veterans, Armed Forces service medal veterans, and qualified disabled persons are introduced into our workforce and considered for promotional opportunities.

14. Acknowledgment

I acknowledge that I have read and understand the above job description, responsibilities, and standards of the position. I understand that the job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice. I am responsible for reading this job description and complying with all job duties, requirements, and responsibilities contained herein, and any subsequent revisions.

I understand the position is contingent upon continued funding and the (The Fresno Center) will not be responsible in any manner for terminations which are due to defunding of Federal or State Contracts. I understand that I am an at-will employee and can be terminated at any time with or without cause.

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Print Employee's Name

_____ _____

Employee's Signature Date