

Benzie Senior Resources

Receptionist

Reports To: Deputy Director

Status: Full-time, Exempt

Location: Benzie Senior Resources' Human Services Office

Position Summary

The Receptionist has a key role for the organization, as they will be the first point of contact with potential clients, partners and community members. The receptionist will greet those on the phone and welcome them into the office in a manner that creates a positive impression of the organization. The receptionist will work with the other Human Services staff to direct people to the correct destinations for needed assistance, or connection to appropriate local resources. The role is grounded in Benzie Senior Resources' core values—Relationships, Integrity, and Dignity—and is essential to maintaining a professional, compassionate, and accountable workplace culture.

Key Responsibilities

- Prioritize answering the phone and greeting those who come into the Human Services Office
- Assist with scheduling for, and providing hospitality to, those receiving services at the Human Services Office, including foot care, income tax preparation, Medicare assistance, estate planning and other activities
- File, make copies, and similar administrative tasks as time allows, to assist other Human Services staff or organizational department heads
- Provide administrative support for the Executive Director as needed

Expectations and Core Competencies

- At all times:
- Demonstrate accountability and ownership of duties
- Practice confidentiality and ethical behavior
- Exhibit professionalism, emotional intelligence, and consistency, especially in challenging situations

- Uphold Benzie Senior Resources' core values in decision-making, interactions, and behavior:

- Relationships – Build supportive, respectful connections where others feel seen and valued
- Integrity – Act with honesty, reliability, transparency, and fairness
- Dignity – Treat all individuals with kindness, politeness, and acceptance

Qualifications

- Hospitality mindset
- Desire to serve a senior clientele
- Proficiency with Microsoft Office, data platforms (e.g., HRIS, benefits portals), and electronic file management
- Strong attention to detail, organizational, and time management skills
- Excellent interpersonal, communication, and customer service abilities
- High level of discretion and commitment to confidentiality

Work Environment and Physical Requirements

Office-based role with occasional travel to The Gathering Place senior center
Regularly operates standard office equipment such as computers, phones, and copiers
Occasionally lifts and/or moves items up to 25 pounds

Compensation & Benefits

Competitive wage commensurate with experience
No evenings or weekends
Paid time off
Nine paid holidays
Professional development opportunities
401 K with company match offered
Health Insurance offered
Life Insurance
Dental reimbursement up to \$1,000
VSP Vision offered