
Receptionist

SPAULDING CLINICAL aims to be the clinical research organization by which all others are measured. Pioneering in our approach to redefining how the industry perceives and achieves success; passionate in our pursuit of ingenious solutions that mitigate risk; loving in our care for our volunteers, customers and employees; and heroic in our ambitions to ensure the health and safety of people around the globe - Spaulding Clinical is taking *research beyond results* to create a marketplace of safer drugs.

Original Date: 18 Feb 2010

Revision Date: 30 Apr 2014

Position Reports To:

Job Summary:

Portrays a warm and professional demeanor when answering the phones, and greeting visitors and guests. Thoroughly understands the importance of a good first impression. Provides administrative and related services designed to improve operating efficiency. Works with minimal supervision to plan, prioritize, communicate, and organize a diversified workload. In the course of making decisions, generally acts on own initiative and direction based on broad administrative experience and knowledge of Spaulding Clinical's operations, policies and procedures.

Essential Duties and Responsibilities:

- The primary responsibility is to provide security and warm greetings to visitors of Spaulding Clinical.
- Answers telephones, transfers calls and takes accurate messages to ensure prompt response.
- Guide subjects to the screening area when necessary.
- Maintain an orderly and pleasant lobby area.
- Issue security badges, and follows standard operating procedures to ensure building security.
- Appropriately distributes incoming packages for subjects.
- Communicates in a clear and articulate manner and is able to relay complex messages accurately.
- Demonstrates a solid awareness of the impact that inappropriate communication of confidential or sensitive information can have on individuals, departments, and the organization.
- Emergency/safety coordinator (911, fire alarm, employee notifications)
- Point of contact for job applicants and job applications.
- Schedule conference room and audit room for visitors.

- Ensures conference room is orderly and ready for visitors.

The Statements made in the job description are intended to describe the general nature and level of work being performed by people assigned to this job. These statements are not intended to be an exhaustive list of all responsibilities, duties and skills required of people assigned to this job.

Skills/Qualifications

- Ability to read, write, and interpret the English language.
 - Excellent verbal communication skills including active listening ability.
 - Detail oriented with excellent organizational skills.
 - Must be self motivated, results oriented, multi-tasking, quick learner, respond to the urgent needs of the team and show a strong track record of meeting deadlines.
 - Good computer and skills; inclination to adopt technology to maximize efficiency.
 - Displays a friendly, positive, and professional demeanor.
 - Able to maintain confidential information.
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Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to sit, stand, walk, reach with hands and arms, and use hands along with fingers, to handle or feel.
 - Ability to lift and/or move up to 25 pounds.
 - Specific vision abilities required by this job include clarity of vision both near and far.
 - Ability to identify and distinguish colors.
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Hazards:

- Potential for exposure to toxic or caustic chemicals
 - Potential for exposure to blood borne pathogens
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Education and Experience:

- High School Diploma required
 - 5+ years of relevant office experience
 - Strong PC literacy with experience with Microsoft Outlook, Word, and Excel.
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Spaulding Clinical Research management has the discretion to hire personnel with a combination of experience and education which may vary from the above listed skills and qualifications.

This is to acknowledge that I have read and understand the above job description. This copy supersedes any others previously distributed. I further understand that Spaulding Clinical may change, add or delete any essential duties and responsibilities described at its discretion with or without prior notice.

Employee Name (Printed)

Date

Employee Signature