



Guest Reception & Office Manager (bilingual)

Job Description

General Purpose

The Guest Reception & Office Manager creates a warm and friendly environment for all clients and guests who call or visit Mosaic Georgia. The ideal candidate has a solid customer service persona and can deal efficiently and calmly with people in crisis. Performs a wide range of administrative and office support to facilitate the positive, efficient and smooth operation of the organization. Must be bilingual in English and Spanish.

Main Job Tasks and Responsibilities

First Impressions & Hospitality

1. Greet public and clients and use current protocol for health and safety
2. Connect guest to the appropriate staff or visit location
3. Monitor visitor access and maintain security awareness
4. Answer phones and transfer to the appropriate staff member
5. Take and distribute accurate messages
6. Monitor incoming emails and answer or forward as required

Office Management & Vendors

1. Ensure office equipment is properly maintained and regularly serviced
2. Provide light tech support where practical
3. Building maintenance: ensure regular service of key systems, coordinate repairs as needed
4. Monitor and maintain office supply inventories; place orders within budget
5. Communicate with vendors as needed (Security, Janitorial, Communications, HVAC, Utilities)
6. Perform work related errands as requested
7. Keep workspace clean and tidy
8. Replenish beverages, snacks, and bathroom necessities daily

Administrative Support

1. Fax, scan and copy documents as requested
2. Retrieve information when requested
3. Update and maintain internal staff contact lists by department

Communications & Space Scheduling

1. Use Teams for instant communication within the organization
2. Manage the "shared" calendar: ensure all appropriate meetings and events are posted with room assignments

Mail and Deliveries

1. Go to Post Office to retrieve mail and drop off packages
2. Collect, sort and distribute incoming mail
3. Prepare outgoing documents or packages for distribution when requested
4. Coordinate messenger/courier/overnight service when requested

Meetings & Events

1. Assist with event planning and implementation, including refreshments, nametags, sign-in sheets
2. Prepare and send follow-up correspondence as directed

Education and Experience

- High School Diploma or equivalent; business technical training preferred
- Competent computer skills including Office 365, Teams
- Internet skills including use of e-mails, group messaging and data collection
- Bi-lingual skills are essential

Key Competencies

- Customer service orientation
- Can receive direction from multiple people and prioritize tasks and projects
- Maintains confidentiality of clients and staff
- Communicates directly with kindness and tact
- Professional verbal and written communication skills
- Work management and prioritizing skills
- Can solve problems and ask for help when needed
- Attention to detail
- Flexible and adaptable as circumstances require
- Reliable with schedule, appointments, and deadlines
- Enjoys working with others

The ideal candidate will also have:

- Professional and personal style consistent with the philosophy and team-oriented culture of Mosaic Georgia.
- Sensitivity and ability to relate professionally and confidentially to people who experienced sexual abuse/violence and their families.

Criminal background check required

EOE