



Job Title	Client Experience Specialist & Receptionist
Department	Operations
Reports to	Deputy Director
Updated	9-2025
Job Type	Full-time, exempt

General Purpose

The Reception & Client Experience Specialist is the first point of contact for clients, visitors, and callers at Mosaic Georgia. This role creates a welcoming, safe, and professional environment while supporting the organization's daily operations. The ideal candidate is warm, adaptable, and able to remain calm when assisting people in crisis.

Tasks and Responsibilities

Client Hospitality & First Impressions

- Greet and assist clients, visitors, and guests; ensure they are connected to the appropriate staff member.
- Answer incoming calls, monitor shared emails, and route messages promptly and accurately.
- Maintain visitor access and uphold security awareness at all times.

Communications & Office Support

- Manage incoming and outgoing mail, packages, and courier services.
- Ensure office equipment, breakroom, cleaning supplies are maintained and are well stocked.
- Serve as the main contact for vendors and complete organizational errands (e.g., post office, bank).
- Perform regular office checks to maintain a tidy, professional environment.

Administrative Support

- Assist with scanning, faxing, copying, and document preparation.
- Maintain office filing systems and internal contacts list.
- Maintain office supply tracking and inventory management.
- Ensure meetings, trainings, and events are accurately posted to the shared calendar.

Scheduling & Calendar Management

- Assist with scheduling client appointments (e.g., conformation calls).
- Post meetings, trainings, and events to the shared calendar.
- Manage reservations for multipurpose and training rooms.

Meetings & Events

- Support event planning and logistics including refreshments, sign-in sheets, and materials.

Education and Experience

- **Bilingual (English/Spanish)** communication skills (required).
- High school diploma or equivalent; additional business/administrative training preferred.
- Strong computer and internet skills (MS Office or equivalent, email, data entry).
- Excellent organizational, verbal, and written communication skills.
- Ability to prioritize tasks, take direction from multiple team members, and maintain confidentiality.
- Reliability, flexibility, and a collaborative spirit.

Key Competencies

- Customer service orientation with empathy and professionalism.
- Sensitivity to survivors of sexual abuse/violence and their families.
- Problem-solving skills and willingness to ask for help when needed.
- Attention to detail and follow-through.
- Consistency and reliability with schedule and deadlines.

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.

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