position

Receptionist

division/department

Human Resources

classification

Non-Exempt

nature of position

The person in this position will be primarily responsible for creating the mission driven experience of the CHFA front desk reception lobby, by providing high quality customer service for all internal and external customers and managing all incoming phone calls. This position is responsible for assisting all visitors as well as providing administrative support as needed.

essential functions

* Handle multi-line switchboard, memorize staff members extensions, and able to use public address system effectively
* Maintain, check out, and sign in CHFA vehicle boxes. Review mileage logs for completion and notify Maintenance if vehicles need repair. Ensure staff members have signed out the correct vehicle on the electronic calendar
* Maintain visitor sign-in and out system to ensure compliance with CHFA visitor policy
* Coordinate vendors, service-people, and guests, with correct CHFA staff
* Direct CHFA walk-in customers paying mortgages; accept and verify payments
* Monitor front desk and lobby area for adherence to CHFA security policies and procedures
* Maintain a clean and orderly front desk and lobby areas.
* Maintain diligence for potential unsafe situations
* Serve as the CHFA Conference Center Coordinator
* Serve as Floor Warden and searcher for first floor and basement in the event of an emergency
* Participate and contribute in all activities and/or projects that directly support CHFA in fulfilling its mission and achieving its vision through dedication to the community in which CHFA serves, operational excellence, and fiscal responsibility.
* Provide administrative support and other duties as needed.

*This job description is a general description of essential job functions. It is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform.*

knowledge, skills and ability

**Must possess:**

* Advanced customer service skills
* Advanced communication skills, both orally and in writing, in an effective and diplomatic manner
* Strong interpersonal skills
* Strong and ethical decision-making skills
* Strong organization skills
* Be highly flexible, with ability to manage multiple priorities and incoming requests with ease and poise
* Ability to operate a multiple line phone system
* Ability to maintain a high level of confidentiality
* Ability to continuously improve and develop knowledge and skills, while adapting quickly to changing circumstances and processes
* Ability to work towards inclusion in all activities, and decisions through the solicitation and appreciation of diverse perspectives
* Ability to exercise personal accountability in all activities and decisions
* Ability to embrace a culture of operational excellence to ensure processes are continually evaluated and improved as necessary
* Ability to operate with a sense of integrity and ability to have fun with a demonstrated sense of humor
* Ability to establish rapport with persons of diverse ethnic, racial, and cultural backgrounds

experience/education

Three years prior work experience in customer service and/or front desk receptionist roles. Experience with multi-line phone system. High-School Diploma is required. Bilingual English-Spanish, preferred.

equipment used

Multiple line phone system, personal computer, calculator, photocopier, fax machine

physical environment

The incumbent in this position will perform the essential functions of the position primarily in an office environment, which requires sitting at a desk for the majority of the day.

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