

<b>JOB TITLE</b>	Receptionist
<b>STATUS</b>	Full time, exempt, salaried; 5 days a week in the office; 37.5-hour work week
<b>REPORTS TO</b>	Chief Operating Officer (COO)
<b>OVERVIEW</b>	Provide excellent customer service, manage front desk operations, and assist with administrative tasks to ensure the smooth operation of the Charlottesville Area Association of REALTORS® and the Hillsdale Conference Center.

## **AREAS OF RESPONSIBILITY**

### Front Desk Management:

- Foster a diverse, equitable, and inclusive environment where everyone feels valued and respected.
- Welcome visitors, members, and guests in a positive, professional, and friendly manner.
- Answer, screen, and direct incoming phone calls.
- Assure readiness of the reception area for each working day according to protocols.
- Secure the building at the close of each working day according to protocols.

### Customer Service:

- Provide additional and age-friendly accommodation when needed so all visitors have a positive experience.
- Provide accurate information for inquiries regarding association services, events, and membership.
- Handle requests and concerns promptly and efficiently.
- Assist visitors with directions and information about the facilities.
- Provide support during association events, such as registration and guest services.
- Maintain effective communication with staff, members, and visitors.

### Administrative Support:

- Schedule and manage appointments and meetings for COO and CEO.
- Sort, code, and distribute incoming mail and deliveries.
- Assist with special projects and tasks as assigned by the COO and CEO.
- Perform general office duties such as photocopying, filing, and faxing.
- Make travel arrangements for the CEO and Executive Committee, as required.
- Manage moderate accounting duties such as bank deposits, credit card reconciliation, and communication with off-site accounting firm.
- Coordinate and oversee the day-to-day management of supplies, equipment, and facilities.
- Update and maintain digital displays with current information.

## **EDUCATION REQUIREMENTS**

- High school diploma or equivalent; additional qualifications in office administration are a plus.
- Real estate experience not required.

## **EXPERIENCE REQUIREMENTS**

- Ability to maintain a positive attitude.
- Proven experience as a receptionist, front desk representative, or similar role.
- Advanced computer skills (use of Microsoft Office Suite; ability to learn member database and related systems)
- Excellent verbal and written communication skills.
- Excellent organizational, time management, and customer service skills.
- Ability to work independently and as part of a team.
- Ability to sit, stand, and walk for extended periods during the workday.
- Must be able to lift up to 20 pounds occasionally.

## **SUBMIT AN APPLICATION**

- Interested in applying? Send a cover letter and resume to: [resumes@caar.com](mailto:resumes@caar.com).