Receptionist

Full-Time, Non-Exempt

Position Summary

Pathways Adult Learning Center is a Christian nonprofit organization dedicated to enriching the lives of adults with intellectual and developmental disabilities through lifelong learning, meaningful relationships, and community involvement. An ideal candidate for this position is a friendly, dependable, and service-minded individual who embraces our Christian mission and enjoys helping others feel welcomed, valued, and supported.

The Receptionist serves as the primary point of contact for Pathways Adult Learning Center, providing a welcoming, professional, and organized front desk experience for students, families, volunteers, donors, visitors, and community members. This position handles incoming communications, follows established building access and visitor procedures, and provides general administrative support to help maintain safe and efficient daily operations.

Reports to: Facilities & Operations Coordinator

Key Responsibilities

Reception, Communications & Family Support

- Greet and assist students, families, volunteers, donors, visitors, vendors, and other guests in a friendly and professional manner.
- Answer incoming calls, respond to routine inquiries, relay messages, and direct callers to appropriate staff.
- Provide general program information to current and prospective families using established resources and procedures, referring more complex questions or concerns to appropriate staff.
- Document prospective student inquiries and coordinate follow-up with program administration.
- Maintain an organized, professional, and welcoming reception area.

Building Access & Visitor Management

- Monitor the secure entrance, verify visitor identity and purpose, and implement established building access and visitor check-in procedures, including issuing visitor badges.
- Operate the doorbell/intercom and access control systems to admit authorized individuals.
- Assist with student arrival and dismissal procedures, including authorized pickup verification, preparation of pickup placards, and maintaining student records database.
- Follow established safety and emergency procedures and promptly communicate security concerns, incidents, or situations requiring assistance to appropriate staff.

Administrative & Office Support

- Provide general administrative assistance, including data entry, document preparation, filing, copying, scanning, and recordkeeping.
- Receive packages and deliveries, notify appropriate staff, and coordinate pickup or distribution.
- Complete tasks from shared administrative

work queues and assist with other projects assigned by leadership as front desk responsibilities permit.

- Maintain confidentiality of student, family, personnel, and organizational information.
- Coordinate with the Facilities & Operations Coordinator to maintain consistent front desk coverage and efficient daily operations.

Qualifications

- High school diploma or equivalent required.
- Minimum of two years of experience in a receptionist, front office, administrative support, or customer service role preferred, with experience in a busy, professional office environment strongly preferred.
- Excellent interpersonal and communication skills, with a friendly, professional, and service-oriented approach.
- Strong organizational skills, attention to detail, and ability to manage multiple priorities in a busy environment.
- Proficiency with Microsoft Office and ability to learn and use office technology, communication systems, and student management software.
- Demonstrated ability to exercise sound judgment, maintain confidentiality, follow established safety and security procedures, and respond calmly and appropriately to unexpected situations.
- Dependability, punctuality, and ability to work independently while collaborating effectively with a team.

Physical Requirements and Working Conditions

- Primarily office-based position involving extended periods of sitting, computer use, and telephone communication.
- Regular standing and walking throughout the facility, including assisting with visitor reception and student arrival and dismissal activities.
- Occasional bending, reaching, and lifting or carrying items weighing up to 25 pounds, including packages, office supplies, and event materials.
- Occasional assistance with setup and breakdown for Pathways events and activities.
- Primarily weekday hours, with evening or weekend hours required a few times per year to support special events and activities.
- Work is performed primarily indoors in a busy educational environment with frequent interaction with students, families, staff, and visitors.

Application Process

Interested candidates should submit a resume and cover letter to humanresources@pathwaysok.org.

Pathways Adult Learning Center is an equal opportunity employer and encourages applications from individuals of all backgrounds.