



POSITION: FRONT OFFICE VISITOR RELATIONS SPECIALIST

The visitor relations specialist is the first point of contact for many individuals and groups visiting The Learning Center for the Deaf. This position plays a key role in first impressions and demonstrating that TLC is a warm, welcoming, and inclusive community. This individual will interact with parents, students, consultants, visitors, donors, prospective employees, volunteers, and government officials. Friendly, organized, and conscientious, this individual must exemplify customer service in an environment in which ASL is the primary language of communication.

REQUIREMENTS:

- A minimum of conversational fluency in American Sign Language required, with native, or near-native ASL fluency preferred
- Strong welcoming, professional, and positive “customer-first” manner
- Passion for and commitment to TLC’s mission
- Associates Degree or 2 years of experience required, Bachelor’s Degree preferred
- Strong Microsoft Office skills and proficient with Mac/Apple computers
- Demonstrated computer skills and an ability and willingness to learn new applications and software, procedures and processes.
- Excellent organization and communication skills
- Ability to keep company information confidential
- Highly organized and detail-oriented
- Able to prioritize and multi-task in a fast-paced environment
- Ability to work both collaboratively and independently
- Effective time management skills and ability to meet deadlines
- Highly detail-oriented
- Able to effectively manage multiple projects
- Experience in the Deaf Community and understanding and respect for Deaf Culture preferred

SUPERVISOR: Advancement (TBD)

FUNCTIONS AND RESPONSIBILITIES:

Customer and Client Service

Greet all visitors in front office. Enter visitor information into database. Print name tags.

Provide welcoming experience for visitors. Offer refreshments to visitors. Ensure visitors are met by staff they are visiting in timely manner by contacting staff if needed.

Answer incoming calls, emails, website inquires, messages, etc. timely and thoroughly. Take and follow up on requests and messages.

Respond to inquiries from a wide variety of internal and external parties (e.g. staff, parents, students, public agencies, patients, etc.).

Update voice/video mail messaging as needed, including the alternating of recorded messages during times when the front office is closed or has altered the schedule.

Contact incoming visitors with instructions on parking, interpreter services, and other pertinent information to create best visit experience.

Ensure common areas are orderly, clean, and accessible.

Ensure visitor food and refreshments are replenished; dishes are clean and available. Arrange food ordering and set up for Advancement and Executive Staff meetings with visitors.

Ensure visitor parking spaces are available; where not available, arrange for alternatives and contact visitors with information.

Scheduling

In coordination with Advancement, schedule interpreter services for visitor tours. Update and adjust as needed.

Maintain and organize the schedule for room reservations across the organization, including the exercising of creative problem-solving when faced with overlapping requests.

Mail Organization

Distribute, organize and label mail, including supporting external and internal mailings as needed.

Advancement Administrative Support

Support Advancement staff in sending out mailings.

Update door name plates in White House building, or elsewhere as needed.

Provide clerical and administrative support to all Advancement staff and visitors or students upon request; Make copies, types memos and letters and create or file forms as requested.

Provide administrative support and set up of meetings; including the order and set up of both food and IT equipment upon request.

Maintain inventory of TLC marketing supplies that are shared with guests; prepare guest bags for visitors.

Performs other tasks, as directed by the Supervisor.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

TLC is proud to be an equal opportunity employer and all employees and applicants for employment are afforded equal opportunity in every area of hiring and employment without regard to race, color, religious creed, national origin, ancestry, sex, gender identity, age, criminal record (inquiries only), handicap (disability), mental illness, retaliation, sexual harassment, sexual orientation, genetics, active military, and any other legally protected characteristic