

## JOB OVERVIEW

<b>JOB TITLE</b>	Receptionist ILGR
<b>DEPARTMENT</b>	ILGR
<b>LOCATION</b>	Batavia, N.Y.
<b>DIRECT SUPERVISOR</b>	ILGR, Director

## GENERAL JOB DESCRIPTION

Answer incoming Agency calls, directing them to appropriate staff. Greeting all visitors entering the reception area. In addition, The Receptionist will perform general office duties, maintaining the Loan Closet, process outgoing and incoming mail, copying, faxing, room reservations and other miscellaneous clerical office functions.

## SPECIFIC DUTIES & RESPONSIBILITIES

1. Perform as ILGR's receptionist by answering and directing all outside calls to appropriate staff and/or department.
2. Greet visitors entering the agency, notifying appropriate staff of their arrival.
3. Receive and distribute all incoming mail and faxes to appropriate staff and/or departments.
4. Process outgoing mail in the Batavia location.
5. Retrieve voicemail messages and forward messages to appropriate staff person.
6. Monitor and maintain the office supply inventory, create the order.
7. Maintain the Loan Closet. Receive incoming Loan Closet equipment (donation or return) and process consumer information in the electronic record system.
8. Provide assistance with the ILGR zoom account and create meeting links.
9. Assist consumers with the completion of the satisfaction survey.
10. Assist with the reception area ARTiculations Art Exhibit as needed.
11. Record the minutes of the ILGR Staff Meeting.
12. Perform Notary Public services for the Agency.
13. Attend Agency's in-service training and staff meetings as well as any other agency-related activities as required.
14. Participate in maintaining a neat, clean and safe work environment.
15. Perform other job-related duties as assigned by the supervisor.

## EDUCATION & TRAINING

High school diploma or equivalent  
 OR  
 Associate degree in Business Administration

- Professional and life-experience may be considered in lieu of, in full or part of, academic credentials.

### KNOWLEDGE & EXPERIENCE (if required)

- High school diploma or equivalent requires two (2) years of experience in general office work.

Associate degree requires one (1) year of experience in general office work.

Must have a Notary Public license OR obtain Notary Public license within six months of hire.

### SKILLS & ABILITIES

- Must have intermediate level of knowledge of computers including the use of Excel spreadsheets, databases, word processing and networks.
- Strong interpersonal, organizational, and communication skills.
- Perform in a professional, conscientious, and efficient manner for the purpose of ensuring a better quality of life for persons with disabilities.

### WORKING CONDITIONS

<b>WORK ENVIRONMENT</b>	Office
<b>PHYSICAL DEMANDS OF THE JOB</b>	Sitting for extended periods of time. Occasional lifting of not more than 15 pounds.
<b>HOURS / SHIFTS</b>	37.5 – 40 hours per week. M – F 8:30 am – 5:00 pm. Overtime is rarely required.
<b>CLASSIFICATION</b>	Full-time, salary, non-exempt, Support staff. Salary: \$40,000 to \$42,000
<b>BENEFITS</b>	Agency provided group health insurance. Vision, dental, life, supplemental insurances available. PTO and paid holiday package. 403(b) retirement with Agency match. Employee Assistance Program
<b>OTHER</b>	Western New York Independent Living, Inc. values our employee safety and follows all recommended NYS required Infectious Disease Prevention Protocols. Western New York Independent Living, Inc. is an Equal Opportunity Employer. Reasonable accommodations will be made for people with disabilities. Western New York Independent Living, Inc. is a scent-free agency.

## JOB POSTING

Closing Date: March 3, 2026

Cover Letter and Resume Required to:

Human Resources Dept.  
WNY Independent Living, Inc.  
3108 Main St.  
Buffalo, N.Y. 14214  
[employment@wnyil.org](mailto:employment@wnyil.org)