

JOB OVERVIEW

JOB TITLE	Receptionist
DEPARTMENT	Administration
LOCATION	Buffalo, N.Y.
DIRECT SUPERVISOR	Administrative Coordinator

GENERAL JOB DESCRIPTION

Answer incoming Agency calls, redirecting them to appropriate staff. Greeting all visitors entering the Main entrance. In addition, will perform general office duties, including mail, copying, faxing, reception, room reservations and other miscellaneous clerical office functions.

SPECIFIC DUTIES & RESPONSIBILITIES

1. Perform as Western New York Independent Living, Inc.'s (WNYIL's) main receptionist by answering and directing all outside calls to appropriate staff and/or department.
2. Greet all visitors entering the Agency via the Atrium Main Door, having them sign in notifying appropriate staff of their arrival.
3. Distribute all incoming mail to appropriate staff and/or departments and post all departments' outgoing mail in the Buffalo location.
4. Receive and document all incoming payments on the Daily Receipt Log, forward to the CEO and Accounting Department, and provide receipts as needed.
5. Retrieve voicemail messages from WNYIL general voicemail box. Forward messages to appropriate staff person.
6. Provide assistance and back-up in monitoring and maintaining the supply inventory.
7. Send and receive faxes from reception fax machine distributing to appropriate staff.
8. Reserve meeting space at 3108 Main and schedule Zoom meetings for staff as needed.
9. Answer Buffalo Lions Club Host phone and maintain associated answering machine.
10. Assist with bulk mailings as needed.
11. Maintain Buffalo Receptionist Manual, updating as necessary.
12. Perform Notary Public services for the Agency when necessary.
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

- Within one (1) year of employment, candidate must become a licensed Notary.
- Professional and life-experience may be considered in lieu of, in full or part of academic credentials.

High school diploma or equivalent
 OR
 Associate degree in Business Administration

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.

SKILLS & ABILITIES

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

WORKING CONDITIONS

WORK ENVIRONMENT	Office
PHYSICAL DEMANDS OF THE JOB	Sitting for extended periods of time. Occasional lifting of not more than 15 pounds.
HOURS / SHIFTS	37.5 – 40 hours per week. M – F 8:30 am – 5:00 pm. Overtime is rarely required.
CLASSIFICATION	Full-time, salary, non-exempt. Salary: \$41,000 to \$43,000
BENEFITS	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
OTHER	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: June 17th, 2026

Cover Letter and Resume Required to:

Human Resources Dept.
WNY Independent Living, Inc.
3108 Main St.
Buffalo, N.Y. 14214
employment@wnyil.org