

PD-0002

Rev 5

Visitor and Workplace Services Assistant

DEPARTMENT: Workplace Services
STATUS: Non-exempt; Hourly
EXPOSURE RISK: Category III
SALARY GRADE: 10
REPORTS TO: Workplace Services Manager
SUPERVISES: N/A

GENERAL JOB FUNCTION

Workplace Services Assistants function as a team to ensure the Front Desk is a welcoming space and a reliable information source for anyone visiting or working in the LifeSource Headquarters in Minneapolis. This responsibility requires a physical presence at the Front Desk, as well as answering phones, providing excellent customer service, informing and educating, processing mail and shipments, documenting processes and supporting daily activity in the building. Each Workplace Services Assistant also specializes in a specific operational area of LifeSource, in which they take ownership for additional administrative responsibilities within the organization. These areas include: (1) Facilities and Workplace Services, (2) Clinical Administration and (3) Non-Clinical Administration. Workplace Services Assistants support organ, eye and tissue donation by working both independently and collaboratively to maintain the highest levels of communication and support within their own team, the larger Workplace Services Team and across the organization.

JOB DUTIES AND RESPONSIBILITIES

- Ensure a physical presence welcoming reception at the Front Desk for visitors, vendors, partners, guests and team members during all open business hours.
- Maintain the LifeSource Lobby as a clean, professional and welcoming space.
- Answer phone calls and emails in a timely, courteous and professional manner, directing inquiries to the appropriate subject matter expert; respond appropriately to requests for general information using electronic, hard-copy and people resources.
- Inform and educate about visitor policies and procedures in a courteous and friendly manner.
- Utilize camera software to provide appropriate admittance of visitors and delivery/pickup of supplies and donors into secure areas of the facility.
- Process and distribute incoming mail in accordance with organizational policies and procedures, ensuring that mail reaches the correct team members in a timely and compliant manner.
- Process outgoing mail and shipping requests in a timely, efficient and cost-effective manner using electronic postal and shipping system.
- Collaborate with other team members to support groups, meetings, events and activities in the building; may include greeting, room setup and cleanup, hospitality services and catering support.
- Maintain up-to-date, accurate documentation of Front Desk work processes and resources to ensure continuity of service; train other team members in Front Desk procedures as needed.
- Engage with the Workplace Services Team as an active team member; support the team with time, energy and compassion; readily share knowledge, skills and abilities.
- Execute responsibilities in assigned area of specialization (listed below), engaging in specialized communication and training as necessary and appropriate.
- Perform other duties as assigned by Manager.

AREAS OF SPECIALIZATION

Each Workplace Services Assistant should expect to provide priority Front Desk coverage for a portion of every work week. Each will also be assigned an area of specialization, in which they take ownership for additional responsibilities in

specific areas of the organization. These specialization areas are subject to change at any time based on the needs of the organization. Specialized administrative assignments currently include:

- Facilities & Workplace Services
- Clinical Administration (Organ Services; Tissue Services; Hospital Services)
- Non-Clinical Administration (Administration; Strategy & Engagement)

STANDARD EXPECTATIONS

1. Consistently demonstrate LifeSource Values in work communications and actions.
2. Support and collaborate on the goal of achieving equity, diversity and inclusion in our work and our community.
3. Support and collaborate on the goal of saving more lives through organ, eye and tissue donation.
4. Represent LifeSource in a thoughtful, professional manner, both internally and externally.
5. Demonstrate a commitment to work excellence and performance improvement.
6. Share feedback, solutions and ideas with leadership and other team members.
7. Work both independently and collaboratively, as appropriate.
8. Be ready and willing to assist in other areas of the organization, as needed and as appropriate.
9. Adhere to established standard operating procedures, policies and work instructions to execute work.
10. Actively participate in assigned teams, work groups and committees.

MINIMUM QUALIFICATIONS

1. Combination of education and experience equivalent to 2 years of administrative, clerical, reception or front desk responsibilities.
2. Demonstrated history of high work quality, integrity and professionalism.
3. Ability to work in an organized, efficient way and with attention to detail.
4. Ability to protect confidential or private information in accordance with organizational policy and the law.
5. Ability to demonstrate empathy and compassion for someone who may have lost a loved one.
6. Excellent written and verbal communication skills.
7. Ability to establish professional rapport with diverse personalities and groups in-person, virtually, by phone and through email.
8. Capability of performing as a self-directed, motivated individual and as a collaborative team member.
9. Ability to handle difficult situations with poise and professionalism.
10. Competency in technology-based tools such as personal computers, related software and mobile devices.

PREFERRED QUALIFICATIONS

1. A combination of education and experience equivalent to 4 years of administrative, clerical, reception or front desk responsibilities.
2. Strong working knowledge of Microsoft Office applications, especially Word, Excel, Outlook and Teams.
3. Knowledge of appropriate formatting and styles for correspondence, reports and related items.
4. Previous experience with multi-line telephone systems.
5. Previous experience with shipping and receiving systems.
6. Experience supporting professional meetings, activities and events, both in-person and virtually.

WORKING CONDITIONS

1. Work a minimum of 40 hours per week with schedule adjustments to accommodate organizational needs.
2. Primarily onsite work (some remote work may be possible if areas of specialization allow for it).

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3. This position falls into Exposure Risk Category III which means never or rarely being exposed to bloodborne pathogens or materials that could spread infection (less than one opportunity per month); this position rarely interacts with individuals in patient or donor areas while performing their assigned job duties.
4. This position has the potential to witness, on camera or in-person, the transporting of a deceased tissue donor into or out of the onsite clinic.
5. Ability to lift up to 20 pounds occasionally.
6. Must be able to successfully complete and maintain immunization and background check requirements.