

**New England Healthcare Institute
RECEPTIONIST
POSITION DESCRIPTION**

Organization Description

Based in Cambridge, MA, the New England Healthcare Institute (NEHI) is a dynamic not-for-profit health policy collaborative dedicated to transforming health care for the benefit of patients and their families. In partnership with members from all across the health care system, NEHI conducts evidence-based research and stimulates policy change to improve the quality, safety and affordability of health care. Together with an unparalleled network of health care leaders, NEHI brings an objective, collaborative and fresh voice to health policy. For more information, please visit www.nehi.net.

Position Summary

The Receptionist will provide reception and office support to the New England Healthcare Institute. NEHI is committed to providing an exceptional environment in which individuals can excel and achieve their professional and personal goals. This is an outstanding opportunity for outgoing and motivated candidates with an interest in health care to develop administrative skills while working with senior leaders from all across the health care community to drive change in a fast-paced, team-oriented environment. Specific responsibilities include:

Reception:

- Screen and direct all incoming phone calls;
- Welcome and greet all visitors, helping them get settled;
- Provide administrative support including correspondence, filing, faxing, copying, performing data entry, etc.;
- Support team as needed in scheduling meetings and providing calendar management;
- Coordinate daily mail handling, distribution and filing;
- Prepare and edit letters and correspondence and PowerPoint presentations;
- Manage, edit and update company databases;
- Support team in preparation of events and mailings, through printing of name tags, attendee lists, meeting materials, marketing materials, etc.;
- Make travel arrangements for senior staff and generate expense reports; and,
- Photocopying, scanning and faxing.

Office Support:

- Ensure office common spaces are tidy and presentable (reception, kitchen, conference room);
- Order company supplies and organize company supply room;
- Manage the office security system;
- Ensure printers, copiers and fax machines are functional;
- Oversee and manage company filings, including payables;
- Provide department communication support for manager(s) including mail, email and calendar;
- Assist in organization and maintenance of department filing system including potentially confidential data;
- Work with vendor payments and contracts;
- Update and implement improvements on administrative procedures;
- Assist in preparation for meetings and special events;
- Provide project support to the Executives and Director of Operations; and,
- Complete other duties as requested.

Qualifications:

- H.S. diploma or equivalent; Associate's degree preferred. Minimum of 2 years of related experience;
- Excellent verbal and written communication skills;
- Comfort with computer applications i.e. Microsoft Outlook, Word, Excel and PowerPoint;
- Diligent individual with strong organizational skills; the ability to handle multiple priorities in a fast-paced environment; personable, creative and able to work with little direction;
- Complete assignments in thorough, timely and accurate manner;
- Drive and desire to see tasks from start to finish;
- Strong attention to detail with the ability to multitask and problem solve;
- High degree of professionalism; interest in growth in an administrative role; and,
- Team player with can-do attitude.

Interested candidates should email a cover letter and resume to: careers@nehi.net. NOTE: Please reference "Receptionist" in the subject of the email.