

JOB DESCRIPTION

JOB TITLE: Receptionist		FLSA STATUS: Non-Exempt
SUPERVISOR: As Directed	PAY GRADE: 01	SUPERVISOR RESPONSIBILITIES: No

ESSENTIAL DUTIES:

1. Promptly, professionally, and courteously receives telephone calls and visitors.
2. Directs and/or records and relays accurate messages; accepts / receipts payments / donations.
3. Ensures knowledge of staff whereabouts and maintains accurate sign-in/sign-out procedures; implements emergency procedures as needed.
4. Ensures the reception area is always covered; ensures signage for office closing notifications.
5. Maintains comprehensive knowledge of community resources; provides information and referrals.
6. Maintains knowledge of current postal regulations and services; operates postage meter.
7. Prepares and processes outgoing mail.
8. Opens, sorts, and appropriately stamps incoming U.S. Mail; signs for deliveries and notifies recipients.
9. Gathers, disposes, and/or recycles daily refuse in common areas.
10. Ensures kitchen, bathrooms, and copier areas are stocked; ensures appliances are routinely cleaned.
11. Ensures all consumers receive Needs Assessment and Survey Forms; monthly tallies and submits forms.
12. Prepares acknowledgments for donations and memorials; maintains documentation.
13. Identifies and reports risks to supervisor.
14. Assists with clerical tasks, including typing, filing, data entry, and maintenance of service logs.

QUALIFICATIONS:

Special Licenses, Traits, Skills and/or Certifications: Organized; capable of independent work; must demonstrate common sense; and excellent listening, communication, and interpersonal skills.

Education and/or Experience: High School Diploma or General Educational Development (GED) and one month related experience and/or training.

Computer Skills: To perform this job successfully the following computer skills and knowledge are required: Computer Literate, including the Windows Operating System and Microsoft Word, Excel, Outlook, Internet Explorer, and data entry.

PHYSICAL DEMANDS: The physical demands described are required to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

- While performing the duties of this job, the employee is frequently required to stand, sit, talk, hear, walk, use hands to finger, handle, or feel, and reach with hands and arms. The employee is occasionally required to climb or balance, stoop, kneel, crouch, crawl, and smell.
- The employee must occasionally lift and/or move up to 50 lbs.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described are representative of those encountered while performing the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

- While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and risk of electrical shock.

- The noise level in the work environment is usually moderate.

WORK CONDITIONS: The work conditions for this job are:

- Random drug testing may be required.
- Maintains acceptable results for any required clearances.
- Community Action, Inc. maintains an at-will policy of employment that means employment and compensation may be terminated with or without cause and with or without notice at any time at the option of either Community Action, Inc. or the employee.

The statements contained herein describe the scope of the responsibility and essential duties of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

I CERTIFY I HAVE READ THIS JOB DESCRIPTION, IT HAS BEEN EXPLAINED TO ME, AND I UNDERSTAND MY DUTIES AND RESPONSIBILITIES. I UNDERSTAND COMMUNITY ACTION, INC. MAINTAINS AN AT-WILL POLICY OF EMPLOYMENT WHICH MEANS EMPLOYMENT AND COMPENSATION MAY BE TERMINATED WITH OR WITHOUT CAUSE AND WITH OR WITHOUT NOTICE AT ANY TIME AT THE OPTION OF EITHER COMMUNITY ACTION, INC. OR ME AS AN EMPLOYEE.

Employee Signature

Date

Immediate Supervisor Signature

Date