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**Receptionist**

**GENERAL DESCRIPTION**

Responsible for providing clerical support as directed by the Executive Assistant/Executive Director. Responsible for greeting clients, answering telephones, taking messages, and relaying information. Responsible for distributing Inter-office as well as outside mail. Responsible for providing professional support and following guidelines and policies.

**JOB DUTIES**

The following information is intended to be representative of the essential functions performed by personnel in this position and is not all-inclusive. The omission of a specific task or function will not preclude it from the responsibilities of this position if the work is similar, related or a logical extension of the position. Other duties may be assigned.

**Client Support**

* Answer telephones
* Take and relay messages timely and accurately
* Assist clients by distributing proper paperwork and contacting appropriate staff
* Receive and process payments for rent and utilities

**Administrative Support**

* Process and track incoming mail; ensure proper distribution of mail
* Process and deliver outgoing mail for central office staff and offsite staff
* Maintain database for postage usage; prepare quarterly reports for offsite programs
* Preparation of designated check requisition forms
* Support administration by typing and photocopying
* Checks office voicemails and faxes regularly, distribute messages and faxes accordingly
* Schedules conference and resource rooms
* Monitor front office equipment and use proper channels for maintenance
* Train other staff members and volunteers on proper use and maintenance of equipment
* Responsible for oversight and maintenance of common areas including lobby, conference area and break room
* Prepare, assemble and mail packets for board meetings
* Prepare conference area for board and other meetings
* Notify board members and pertinent staff of board and committee meetings
* Provide office support and assistance to Executive Assistant and Executive Director
* Assist Executive Assistant with preparation, planning, organizing and publicizing events as needed
* Monitor office and kitchen supplies, use appropriate channels for ordering needs
* Other duties as assigned

**EDUCATION & EXPERIENCE**

* High school diploma or GED.
* Two years of experience related to job position.
* Associates degree or two year certificate in office occupations. Secretarial Science, or Customer Service Preferred
* Experience may be substituted for educational requirements on a year-for-year basis.
* Ability to speak Spanish is a plus but not required.

**KNOWLEDGE & SKILLS**

* MS Office Skills including: Word, Excel, Access, Power Point, and Publisher. Skills test or certificate of proficiency is required
* Professional telephone skills and ability to operate multi-line telephone system
* Mathematical skills - Add, subtract, multiply and divide in all units of measurement
* Analytical skills - Ability to solve practical problems - Interpret written, verbal, diagram or schedule instructions
* Language skills - Ability to interpret documents, write routine reports and correspondence
* Excellent written and verbal communication skills
* Understanding and practice of strict confidentiality
* Ability to work with a diversity of persons including but not limited to CALC clients and officials
* Ability to speak Spanish is a plus but not required.

**PHYSICAL & ENVIRONMENTAL REQUIREMENTS**

* Reasonable accommodations can be made for persons with disabilities.
* Must possess visual acuity and awareness to read, comprehend, and interpret written reports of a technical nature.
* Speak clearly and hear well to correspond with others.
* Must possess the stamina to remain seated for periods up to two hours.
* Occasionally required to stand, walk, climb, balance, stoop, kneel, crouch and crawl to accomplish filing and general work.
* Must occasionally lift and/or move up to 25 pounds.
* Must be able to hear and process oral and telephone communications.
* Must have dexterity to operate a computer, telephone, keyboard and other office equipment.
* Must be able to tolerate climate-controlled building, as well as fluorescent lighting.

**OTHER REQUIREMENTS**

* Maintains a positive attitude when working with clients and co-workers
* Professional demeanor, attendance/punctuality, appearance and hygiene
* Must possess strong interpersonal, verbal and written skills
* Must perform duties with minimal supervision
* Must have a valid drivers' license and be insurable by CALC carrier