

Job Description Form

Position Title: Receptionist/ Office Assistant

Department: Administration

Reports to: Executive Director

FLSA Status: Non - Exempt

EEOC:

General Summary:

The Receptionist is responsible for performing clerical tasks within an office setting to support daily operations. Their duties include answering and transferring phone calls to employees, sorting and delivering mail to employees, welcoming visitors and clients, answering questions, and ensuring that visitors receive assistance. This is an in-office position Monday through Friday.

Essential Job Functions

General Office Duties

- Attend Children's Service Society staff meetings as scheduled
- Assist CSS with copying, mailing, printing, scanning and other duties as assigned
- Follow company policies and procedures
- Keep personal use of time to a minimum
- Submit agency paperwork to the appropriate supervisor on time
- Follow the dress code and represent the agency in a positive manner
- Communicate with co-workers and team members positively, respectfully, and professionally. Willing to work on good communication techniques, team building techniques, and other ways to improve the CSS team

General Job Duties:

- Answers phones in a prompt and professional manner
- Greets walk-in clients
- Maintains communication, including phone messages, mail, faxes, and any other systems
- Maintains front area presentable, including informational materials
- Organize, maintain, and restock work/copy/kitchen room regularly and as needed
- Ensures brochure/information desk in the front area is properly stocked
- Support the Executive Director with Board of Directors tasks including minute taking
- Ensure all rooms are ready for in-person meetings
- Familiarized with all programs to be able to answer basic questions
- Occasional driving is required to make purchases
- Other duties as assigned, including minute taking at different meetings

Education and Experience:

Associate degree or bachelor's degree or comparable experience in an office setting preferred as well as skills and knowledge of computers and proofreading. Bilingual English-Spanish preferred

Skills Needed:				
<ul style="list-style-type: none"> • Customer service skills, excellent communication skills • Proficient in English, able to proofread documents • Excellent time management • Multitasking, Social skills, Organization, Technical skills, Stress resistance, Problem Solving, and Empathy 				
Physical Requirements:	Percentage of Work Time Spent on Activity			
	0%-24%	25%-49%	50%-74%	75%-100%
Seeing: Must be able to read computer screen and various reports				X
Hearing: Must be able to hear well enough to communicate with employees and others				X
Standing/Walking		X		
Climbing/stooping/kneeling	X			
Lifting/pulling/pushing	X			
Fingering/grasping/feeling: Must be able to write, type, and use phone system				X
Note: The statements herein are intended to describe the general nature and level of work performed by employees, but are not a complete list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.				