Central Valley Children's Services Network
Job Description

POSITION: Receptionist (non-exempt)

ACCOUNTABLE TO: Administrative Assistant III

DURATION OF JOB: On-going Based on Funding

PURPOSE OF THE JOB: To be the first point of contact with the families, greet the public, answer phones and direct calls. Keep communications from outside flowing through agency. Must be able to problem solve everyday scenarios and regularly communicate with Supervisor as needed.

SALARY & BENEFITS INCLUDE:

Salary Range: $ 35,068.80 - $ 38,188.80 annually depending on experience

- Health Coverage
- Dental and Vision
- Paid Sick/Vacation
- Paid Holidays
- Retirement Plan

ESSENTIAL FUNCTIONS:

Contract Administration:

1. Acknowledges and greets people at the front desk promptly;
2. Answers all incoming calls cheerfully, professionally and directs call appropriately: monitors agency facility and parking surveillance cameras:
3. Handles all agency mail including sorting, date stamping and distribution incoming mail; posting outgoing mail each afternoon; tally end of month postage used by program;
4. Order supplies for Administrative staff/Administration;
5. Maintains mail machine by ordering supplies, calling for repairs/service required, maintaining maintenance agreement, ensuring adequate funds are in accounts, completing monthly reports and e-mailing them to the appropriate managers;
6. Maintains copy machines in both workrooms by ordering supplies, calling for repairs/service required, completing monthly reports;
7. Maintains workroom in clean and organized fashion;
8. Maintains supply of forms for staff use: maintains supply of New Hire / Exit Packets for HR:
9. Receives and receipts money from public; copies all incoming checks and distributes to the appropriate mailboxes; maintains record of all personal staff charges;
10. Maintains clean lobby; and
11. Assists in preparation of UPS, Fed Ex, and bulk mailings for administrative staff;
12. Stock janitorial supplies in Admin. janitorial inventory shelf and janitorial closet
13. Creates systems and procedures as needed;
14. Other duties as assigned by direct supervisor;

GENERAL INFORMATION:

Community Involvement:

1. Create and maintain a positive agency image/project image;
2. Participate in the planning and implementation of agency events;

Accountability and Support:

1. Recommends operational policies and procedures as required for efficient and economical operations.

EXPECTATIONS/BEHAVIORS:

1. Be able to work well under pressure, meeting multiple and sometimes competing deadlines. The staff member shall, at all times, demonstrate cooperative behavior with colleagues and supervisors;
2. Be able to build good working relationships with people from diverse backgrounds and bring in new leaders;
3. Be able to like and respect people; be able to deliver bad news, if someone is not available to see you, etc. ability to create positive energy in individuals and groups; ability to organize people or tasks, to develop realistic action plans realizing time constraints and resource availability; ability to work with people in such a manner as to build high morale and group commitment to goals and objectives;
4. Be able to delegate;
5. Be able to conceptualize and communicate well;
6. Be dependable, fulfills commitments, follows through;
7. Be professional, willing to separate personal from organizational interest;
8. Be able to demonstrate high team spirit and attitude: work toward another person's success;
9. Be able to display maturity: has a strong self-identity; able to challenge people to act on their values and self-interests:
10. Be able and willing to evaluate others and be evaluated; takes responsibility for their own actions and decisions;
11. Be able to have courage: is willing to take risks;
12. Be able to plan: takes the time to plan ahead for their schedules and the organization's schedule;
13. Be able to have a sense of humor;
14. Be able to and willing to teach others what they know;
15. Be able to have imagination and curiosity – does not take things for granted and is willing to ask questions and learn;
16. Be able to make decisions on available information and take actions in accordance with agency policy and procedures and Funding Terms and Conditions specifications;
17. Be able to utilize clear written and verbal communication and sound documentation techniques;
18. Be able to accurately and professionally express and opinion or feeling to others, regardless of their position;
19. Be able to use a systematic approach in problem solving
20. Be able to modify own behavior style to respond to the needs of others while maintaining own objectives and sense of dignity; and
21. Be able to be sensitive to special needs while maintaining a sense of urgency;

SKILLS NEEDED:

- Strong customer service skills;
- Respect for self, team members and clients;
- Multi-task oriented;
- Detail oriented;
- Computer literate;
- 10-key operation;
- Bilingual Spanish required;

PHYSICAL AND MENTAL REQUIREMENTS OF POSITION:

- be drug free;

- have the stamina, strength and alertness to work a minimum of 40 hours per week plus attend night and weekend meetings/events as required;
- daily work could include: sitting at a desk and /or computer for periods of time; telephone work; walking to others areas of the building: for meetings, to make copies, to get mail or forms: filing; lifting/organizing supplies; use of equipment such as copy machines, fax machine, electric stapler, calculator/adding machine, coffee pot; assist in loading and/or unloading vehicles with equipment/supplies.
- professional attire, composure, attitude and interactions with others.
- Be able to lift 25 lbs.

REQUIREMENTS:

- Valid California Driver's License:

QUALIFICATIONS:

Education: AA degree or equivalent work experience preferred.

Experience: Knowledge of Child Care Resource and Referral Agency preferred.

Employee Name Printed: _____

Employee Signature: _____ Date Signed: _____

Executive
Director Signature: _____ Date Signed: _____