



Position: Receptionist/General/Program Support

Reports to: West Region Director

Supervises: None

Department: Program Departments and Administration

FSLA Status: Non-Exempt, Fulltime or Part-time

Position Summary:

Provide a range of services associated with receptionist and secretarial duties for supporting the agency's operations. Duties include but are not limited to the following tasks: telephone system - receiving, screening, and routing telephone calls, greeting visitors and directing to the appropriate resource, and providing general clerical and data entry services. Provides a range of duties associated with the delivery of services for the Food Pantry Program.

Essential Duties/ Responsibilities:

- Provides receptionist services, receiving clients and visitors. Informs appropriate staff of their arrival. Monitors and oversees the appearance of the waiting area.
- Responsible for processing incoming telephone calls to the agency. Screens telephone inquiries and routes call to the appropriate department, staff member, or back up, as required. Forwards calls to voice mail if staff is unavailable.
- Provide a range of secretarial and support services including: typing, filing, data entry correspondence, reports and recordkeeping.
- Operates a range of automated and standard office equipment including the telephone and voicemail system, computer, photocopy and postage machine, etc.
- Sorts and distributes mail as necessary.
- Able to respond with sensitivity and awareness of the service population's diverse economic, ethnic, and cultural background.
- Assists in special projects and supportive services for various programs as needed.
- Maintains staff and visitor sign in sheets.
- Monitors and assists in the training assignments for SCSEP participants.
- Records monetary and material donations on daily cash sheets, prepares documentation and correspondence related to donations and enters gifts into computer data collection system.
- Records fee payments for services on cash sheet and prepares appropriate documentation.
- Provides for delivery of food pantry services including assisting with menu preparation, inventory control, food order placement, shopping and unloading, maintaining temperature readings, volunteer interaction, monitoring lobby area, recording signatures, checking client identification, recording transactions in data system and paper file, maintaining case notes as appropriate, tabulation and entry of weekly and monthly service data.

Key Qualifications:

- Respect for Catholic Social Teaching
- High School Diploma/Associates Degree or equivalent with 12 months experience.
- Clear, pleasant phone voice.
- Word-processing speed of 60-65 WPM.
- Proficient in Microsoft Excel, PowerPoint, and Word software applications.
- Operates a range of automated and standard office equipment including the switchboard system, typewriter, computer, word processor, photocopy and postage machine, etc.
- Displays an excellent communication model with clear, direct, and open skills when speaking and/or writing to people from outside the agency as well as with employees and volunteers.
- Ability to work with clients from diverse socio-economic, racial and cultural backgrounds.
- Good decision making capabilities.
- Displays a positive attitude and willingness to assist employees, volunteers, and vendors.
- The ability to speak Spanish helpful.
- The ability to work a flexible schedule that could lead to evenings and weekends with the possibility of overtime.
- Money-handling responsibilities.

Conditions of Employment:

- Valid Driver's License with clean driving record.
- Reliable vehicle with personal vehicle liability insurance coverage of \$100,000 per person and \$300,000 per occurrence.
- Proficient in Internet, word processing, spreadsheet, and e-mail applications (prefer Microsoft Office).

Physical Requirements:

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirement needs to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

- Must have ability to reason and make judgments, to understand and follow oral instruction, to understand and follow written instruction, to guide and/or give instructions, and to make decisions in accordance with established procedures and policies.
- Speaking/Talking/Listening/ Hearing: must have the ability to communicate with the general public, clients, supervisors and other employees
- Standing and walking: must have the ability to stand and walk
- Strength: Must have ability to lift, push/pull, and hold/carry 25 lbs.

Prior to Hire Requirements

Must be willing to submit to:

- Physical
- Drug and Mantoux screens
- Local and federal criminal background checks
- Child welfare registry screening

Post Hire Requirements:

- Random driving record checks
- Drug testing and/or criminal history and child welfare registry checks

- Comply with agency Mission, code of ethics, Catholic social teaching, agency policies and procedures, including confidentiality.
- Meet all legal, funding source, regulatory, and accreditation standards and requirements

Disclaimer:

- Marginal functions of the position that are incidental to the performance of essential job duties have been excluded from this description.
- Job descriptions in no way imply that the description includes every duty to be performed by the employee in the position. Employees will be required to follow any other job-related instructions and duties required.
- Nothing in this job description restricts the agency's right to assign or reassign duties and responsibilities to this job at any time.

Salary Range:

Employee Signature

Date

Supervisor Signature

Date