

## **Project Now, CAA Job Description**

<b>Job Title:</b>	Receptionist 2	<b>Prepared By:</b>	M. Hart/J. Howard
<b>Department:</b>	CSBG/LIHEAP-Sr. Services-Head Start	<b>Prepared Date:</b>	October 10, 2016
<b>Reports To:</b>	Department Head	<b>Revised By:</b>	Ron Lund
<b>FLSA Status:</b>	Non-Exempt	<b>Review Date:</b>	January 08, 2021

### **SUMMARY**

Operates multiline telephone system to answer incoming calls and directs callers to appropriate personnel by performing the following duties.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Retrieves messages from voice mail and forwards to appropriate personnel.
- Answers incoming telephone calls, determines purpose of callers, forward calls to appropriate personnel or department and schedules appointments through online scheduling program.
- Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable.
- Answers questions about organization and provides callers with address, directions, and other information.
- Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel.
- Monitors visitor and customer access.
- Prepares documents and data input as requested by Supervisor/Manager.
- Signs for and receives incoming packages
- Creates and prints fax cover sheets, memos, correspondence, reports, and other documents when necessary.
- Keeps reception area neat, organized, and free of clutter.
- Performs other clerical duties as needed, such as filing, photocopying, collating, faxing, shredding, compiling and distributing paperwork.

**SUPERVISORY RESPONSIBILITIES:** This job has no supervisory responsibilities.

### **KNOWLEDGE, SKILLS & ABILITIES**

- Ability to read and comprehend simple instructions, short correspondence, and memos.
- Ability to write simple correspondence.
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization. Must have good verbal and written communication skills.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to deal with problems involving a few concrete variables in standardized situations

### **EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED); or one to three months' related experience and/or training; or equivalent combination of education and experience. Must be proficient in the use of 10 key, keyboard, and other office equipment and be able to use Microsoft Windows and Office software

**PHYSICAL DEMANDS and ENVIRONMENT** While performing the duties of this job, the employee is occasionally required to stand; walk; sit; talk and listen. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds as associated with the office environment. The noise level in the work environment is usually quiet as typically associated with an office environment.

*Positions within Project NOW are primarily grant funded and funding decreases can affect our staffing levels.*