

Project Now, CAA Job Description

Job Title:	Receptionist 2	Prepared By:	Hart/Howard
Department:	CSBG/LIHEAP-Sr. Services-Head Start	Prepared Date:	October 10, 2016
Reports To:	Department Head	Revised Date:	June 06, 2017
FLSA Status:	Non-Exempt	Review Date:	January 08, 2021 RL
Wage Grade:	3		

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.
- 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

SUPERVISORY RESPONSIBILITIES: This job has no supervisory responsibilities.

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.