

Project Now, CAA Job Description

Job Title: Receptionist II (Bi-lingual)
Department: Head Start
Reports To: Head Start Office Manager
FLSA Status: Non-Exempt
Wage Grade: 3

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Revised By: L. Birch
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SUMMARY: Functions as a member of the Head Start team to provide comprehensive services in accordance with all regulations and program requirements. 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.
- Follow discipline policies, which include developmentally appropriate social-emotional and behavioral health promotion practices as well as discipline and intervention procedures that provide specific guidance on what teachers and programs should do to prevent and respond to challenging behaviors.
- Answers incoming telephone calls in a courteous and professional manner, determines purpose of calls, and forwards calls to appropriate personnel or department.
- 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 family access. Complies with all Risk Management procedures, engaging security systems as needed. Ensures efficient routing of communications in case of emergencies.
- Signs for and receives incoming packages.
- Creates and prints fax cover sheets, memos, correspondence, reports, and other documents when necessary.
- Performs other clerical duties as needed, such as filing, photocopying, collating, faxing, compiling and distributing paperwork, and data entry.
- Assists families with completing application process.
- Actively participates in team meetings, training and other supervisory meetings.

SUPERVISORY RESPONSIBILITIES: This job has no supervisory responsibilities.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence.
- Ability to effectively present information and respond to questions from managers, families, staff, and the public.
- Must have good verbal and written communication skills. If bilingual-qualified, must be able to speak, write and translate fluent second language-to-English and vice versa.
- 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, oral or schedule form instructions. Ability to deal with problems involving a few concrete variables in standardized situations.
- May require the ability to pass a medical examination, certifying freedom from communicable disease upon offer of employment.
- Must have valid driver's license, reliable transportation, and proof of insurance.

EDUCATION and/or EXPERIENCE:

- High school diploma or general education degree (GED) required.
- One to three months related experience and/or training
- Must be proficient in the use of 10 key, keyboard, and other office equipment and be able to use Microsoft Windows and Office software.
- Must be able to speak and write fluent Spanish, Arabic, French, EWE, or Chin.

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 needs.