

Full description and mandatory application here: <https://caofseia.org/employment/>

Administrative Receptionist: 20 hours weekly in Burlington. Successful candidate should have minimum of high school diploma or GED, and six months actual office work experience/training with busy multi-line telephone system, Microsoft Office programs, and general office procedures. Wage is \$10.47 per hour plus some benefits. Post offer, pre-employment criminal background check and drug testing required. Submit completed Agency application to: Community Action of Southeast Iowa, 2850 Mt. Pleasant Street, Suite 108, Burlington, IA 52601 or community.action@caofseia.org by Tuesday, November 17, 2020 at 4:00 p.m. Applications available at any Agency center or www.caofseia.org Affirmative Action/Equal Opportunity Employer

COMMUNITY ACTION OF SOUTHEAST IOWA **JOB DESCRIPTION**

Job Title: Receptionist/Secretary
Department: Administration
Reports To: Office Manager

Summary: Welcomes visitors at the front desk, providing direction as needed. Operates a multi-line telephone system to answer incoming calls and directs callers to appropriate personnel and performs secretarial duties.

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

1. Maintain confidentiality.
2. Retrieve messages from voice mail and forward to appropriate personnel.
3. Answer incoming telephone calls on a multi-line phone system; determine purpose(s) of callers, and forward calls to appropriate personnel or department.
4. Answer questions about the Agency and provide visitors and callers with addresses, directions, employment applications, and other information as required.
5. Welcome on-site visitors, determine nature of business and announce visitors to appropriate personnel.
6. Stamp outgoing mail and record program postage charges. Receive, sort, and route incoming mail; maintain and route publications as appropriate.
7. Maintain fax machine; assist users of fax machine; send faxes; retrieve and route incoming faxes as needed.
8. Create memos, correspondence, reports and other documents as necessary using the computer.
9. Enter data into client database, tabulate evaluations and enter survey results into computer program.
10. Assist with the compilation and mailing of the monthly Board packets along with any other mailings.
11. Assist with monthly board meals and/or any other meeting meals as necessary.
12. Perform clerical duties such as filing, photocopying, collating, shredding and word processing as needed.
13. Stock paper and deliveries with the ability to occasionally lift 50 pound paper boxes or other items.
14. Unlock and lock the main Agency front door each workday.
15. Maintain clean and orderly work areas.
16. Occasionally required to drive outgoing mail to post office at the close of the workday, or may do errands for the Agency.
17. Model professional behavior and dress code.

SUPERVISORY RESPONSIBILITIES: This position has no supervisory responsibilities. May occasionally work with volunteers.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE: High school diploma or General Education Degree (GED). Prefer one year of office work experience, at minimum six (6) months required. Employee must have experience working with a multi-line telephone system and have a working knowledge of office machines.

COMPUTER SKILLS: Employee must have an excellent working knowledge of internet use, word processing, spreadsheets, and data bases. Experience working with Windows based applications preferred.

LANGUAGE SKILLS: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. The employee needs the ability to write routine correspondence. Ability to speak effectively and clearly to clients and employees of organization. Ability to relate positively with the public and diverse populations. Must have a pleasant speaking voice and use proper grammar.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rates, ratios, and percentages.

REASONING SKILLS: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several variables. Ability to respect confidentiality.

OTHER REQUIREMENTS: Must be able to travel throughout the four county service area occasionally. Must have a valid driver's license, access to a vehicle and be insurable.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit for long periods of time and talk or hear. The employee frequently is required to use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to fifty (50) pounds. Specific vision abilities required by this job include close vision. Specific hearing abilities required are good hearing to enable answering of phone with noise in the background. Also must speak clearly with a pleasant speaking voice.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work area is located by the front door so temperature varies depending on the weather. The noise level in the work environment is usually low to moderate; occasionally the noise environment may be loud.

Revised: 08/2015, 12/2019, 11/2020

Reviewed by: Sheri Wilson, Executive Director Date: _____

Signature: _____ Date: _____