

COMMUNITY ACTION OF SOUTHEAST IOWA
JOB DESCRIPTION

Job Title: Receptionist
Department: CSBG
Reports To: Center Director

Summary: Operates a multi-line telephone system for incoming calls, directs callers/and or visitors to appropriate personnel, and assists other staff members by performing the following duties.

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

1. Maintain confidentiality.
2. Answer incoming telephone calls on a multi-line phone system; determine purpose(s) of callers, and forward calls to appropriate personnel or department.
3. Answer questions about the Agency and provide callers with addresses, directions and other information as required, logging calls when information and/or referrals are provided.
4. Take and/or give accurate messages for staff members.
5. Welcome on-site visitors, determine nature of business and announce visitors to appropriate personnel.
6. Train on Agency information tracking system.
7. Assist with the food pantry (requires lifting & carrying groceries), unloading truck and putting away food donations in an organized manner, prepares food packets for clients.
8. Stamp outgoing mail and record program postage charges. Receive, sort, and route incoming mail; maintain and route publications as appropriate.
9. Occasionally required to drive outgoing mail to post office at the close of the workday, or may do errands for the Agency.
10. Create memos, correspondence, labels and other documents as necessary using the computer; assist with projects such as collating, laminating and preparing information and materials as designated by the supervisor.
11. Perform other clerical duties such as filing, photocopying, collating and word processing as needed.
12. Assist users of fax machine; send faxes; retrieve and route incoming faxes as needed.
13. Assist with reports as designated by the supervisor.
14. Attend trainings and staff meetings as required.
15. Assist in maintaining the center's appearance by doing minimal cleaning and straightening.
16. 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: Employee must have a high school diploma or general education degree (GED). Prefer employee to have experience working in an office setting and ability to handle a busy multi-line telephone.

COMPUTER SKILLS: Employee should have a working knowledge of internet use, word processing, spreadsheets, and data bases. Experience working with Windows based applications (such as Microsoft Word and Excel) 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: Employee must be able to travel throughout the four-county service area occasionally. Employee should 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 near 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: 04/2015, 12/2019, 12/2024

Reviewed by: Sheri Wilson, Executive Director

Date: _____

Signature: _____

Date: _____