

# **Community Action of Southeast Iowa**

## **JOB DESCRIPTION**

**Job Title:** Receptionist  
**Department:** CSBG  
**Reports To:** Services Director

**Summary:** Operates a multi-line telephone system for incoming calls, directs callers and 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 callers' purpose(s), and forward calls to appropriate personnel or departments.
3. Answer questions about the Agency and assist callers with addresses, directions, and other information, logging calls when information or referrals are given.
4. Accurately take and deliver messages for staff members.
5. Welcome visitors to the site. Identify the nature of their business and inform the appropriate personnel about their arrival.
6. Enter information into the Agency client tracking system.
7. Assist with the food pantry (requires lifting and carrying groceries), unloading the truck, and organizing food donations. Prepare 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 the post office at the close of the workday, or may do errands for the Agency.
10. Using the computer, create memos, correspondence, labels, and other documents as necessary; 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 fax machine users; 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, skills, and abilities 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 a general education degree (GED). Prefer employee to have experience working in an office setting and the ability to handle a busy multi-line telephone.

**COMPUTER SKILLS:** The employee should have a working knowledge of internet use, word processing, spreadsheets, and databases. Experience working with Windows-based applications (such as Microsoft Word and Excel) is 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 the 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:** The employee must occasionally be able to travel throughout the four-county service area. The 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 an employee must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

While performing the duties of this job, the employee is regularly required to sit for long periods and talk or hear. The employee must frequently 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 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 answer the phone with noise in the background. Also, the speaker must speak clearly and in a pleasant 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 the 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, 05/2025

Reviewed by: Sheri Wilson, Executive Director

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_