

RECEPTIONIST

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**I. GENERAL DESCRIPTION, LEVEL OF RESPONSIBILITIES**

The receptionist supports the success of the CCP by providing customer service and support by receiving clients and/or their phone calls. The position also serves in a generalist role performing a range of secretarial and program support duties.

**II. SPECIFIC DUTIES, FUNCTIONS AND RESPONSIBILITIES**

1. Greet customers, directing them to appropriate program/staff member. Ensures that visitors complete visitor log and receive visitor sticker.
2. Operating telephone to receive incoming phone calls and messages.
3. Tracks all deliveries that come in to the office.
4. Ensure cleanliness and organized appearance of the hallway and reception area.
5. Other duties as deemed necessary and appropriate by the Executive Director or immediate supervisor

**III. EMPLOYMENT QUALIFICATIONS AND STANDARDS**

1. High school diploma required, post-secondary degree preferred
2. Three years related experience preferred
3. Proficiency in both English and Spanish required; bicultural preferred
4. Computer and Internet literacy and excellent verbal and written communication skills required
5. Ability to prioritize work and manage multiple tasks effectively required
6. Accuracy and attention to detail essential.
7. Valid automobile insurance and a valid California Drivers License are required

**IV. CLASSIFICATION:** Non-exempt

**V. WORKING CONDITIONS**

Work is generally performed within a school or office environment. Work is generally sedentary in nature. The working environment is generally favorable. Lighting and temperature are adequate, and there are typically no hazardous conditions. Occasional lifting and carrying is required.

**VI. IMPORTANT PERFORMANCE FACTORS**

- Attendance and dependability: Can be depended on to report to work at the scheduled time and is seldom absent from work. Employee can be depended upon to complete work in a timely, accurate, and thorough manner and is conscientious about assignments.
- Communication and contact: Communicates effectively and respectfully, both verbally and in writing, with superiors, colleagues, Board of Directors, volunteers, vendors/suppliers and the public.
- Relationships with others: Works effectively and relates well with others including superiors, colleagues, Board of Directors, volunteers, vendors/supplier and the public, maintaining professional and constructive working relationships.
- Adherence to policies and procedures: Complies with written and verbal policies and procedures, as well as instructions from management.

**VII. ADDITIONAL INFORMATION**

27.5 hours/week \$10 - \$12/hour based on experience and qualifications

This job description is not intended to be an exhaustive list of all duties, responsibilities, and skills required. Other duties, as assigned or deemed necessary by management, may be required. Management reserves the right to revise this job description at any time. The job description does not constitute a contract for employment, nor does it in any way alter the at-will employment relationship.