POSITION: RECEPTIONIST
PROGRAM: ENERGY & ENVIRONMENTAL SERVICES (EES) DEPT.
REPORTS TO: HOME ENERGY ASSISTANCE PROGRAM (HEAP)/DATABASE TRANSFER (DBT) SUPERVISOR
STATUS: FULL TIME
RATE OF PAY: $16.26 PER HOUR
APPLY BY: OPEN UNTIL FILLED

POSITION SUMMARY
Under supervision, assists with the daily operation and administration of Client Call Lines and Program Support Unit. Answers client & administrative calls; provides Information & Referral and/or set client appointments. Coordinates coverage and scheduling of volunteers/staff for the front lobby, reception desk, greeting clients, walk-ins and guests. Performs computer data entry, client record filing, completing monthly reports/clerical tasks as needed. Assists with postage mail, office machines paper and toner refilling, special deliveries and other duties as needed. A mathematical, computer literacy and typing (corrected rate of 30 wpm) test will be given. Must pass all test to be considered for interview.

DUTIES & RESPONSIBILITIES
1. Ensures that reception desk is covered; all incoming client and/or administrative calls are handled effectively and correctly. Greets walk-ins, clients, vendors and/or other guests. Provides information & referral (I & R), answers questions, gives directions, refers clients, walk-ins &/or guests to staff, other departments or agencies as appropriate.
2. Familiarity and experience using computers, email, internet, telephone, voice mail, office equipment (copiers, faxes, scanners, printers, postage machines).
3. Prior Experience with Web Based databases, Microsoft Office, Internet and Windows a must.
4. Knowledge of and experience working with creating, maintaining, monitoring and security protocols for EES client files.
5. Accurately complete clerical tasks (correspondence, file, fax, scan, copy, postage runs, and process mail applications).
6. Communicate effectively both orally and in writing. Coordinate activities, organize events, and complete a variety of assignments as directed following oral and/or written instructions.
7. Ability to establish and maintain effective working relationships with clients, visitors, vendors, employees and interns.
8. Appropriate front office attire.
9. Maintain the lobby area to assure a neat and orderly environment.
10. Other duties as assigned.

MINIMUM QUALIFICATIONS
Applicant must possess a general knowledge of:
1. Public, community and private resources available to answer questions, provide I&R and direct inquiries appropriately. Knowledge of telephone system, voicemail operations, office and business and reception procedures.
2. Government and private contracts; computer and software applications, program and policy standards and procedures.
3. Communication skills and techniques; handling public inquiries and/or difficult situations.
4. Foreign Language: any second language is desirable.

APPLICANT MUST POSSESS THE ABILITY TO:
1. Work with management, co-workers, vendors and clients in a professional and effective manner. Supervise and control front lobby, maintain order and cover the office in absence of the director or floor managers.
2. Demonstrate a clear, concise and effective command of the English language, both oral and written. If bilingual, must be able to translate orally and in writing in both languages.
3. Perform mathematical skills sufficient to create compose or compile information and data for reports or presentations. Experience with Microsoft Office, WORD, EXCEL, and ACCESS as well as Windows Systems a must. A test will be given to determine mathematical and computer literacy.
4. Ability to type a corrected rate of 30 wpm is required.
5. Learn, interpret and apply administrative, departmental and programmatic polices.
6. Handle the public with tact, diplomacy and poise. Effectively communicate over the telephone.
7. Complete a variety of clerical tasks including data entry and client filing systems.
8. Operate a variety of office equipment (calculator, computer, fax, scanner, printer, copier, postage meter).
9. Establish rapport with staff, agencies and clients from culturally diverse backgrounds.
10. Bilingual: Must be fluent in the oral and written English language; a second language is desirable.
EDUCATION & EXPERIENCE
1. High School General Diploma or equivalent required as minimum. Some College or an AA degree is desirable; a BA degree is plus.
2. One year direct work experience in completing most if not all of the duties cited above is required.
3. Possession of two or more years of college or completion of a 1-2 year Business Certification may be counted as satisfying the work requirement.

APPLICATION PROCEDURES
Apply at Community Action Partnership of Orange County, 11870 Monarch Street, Garden Grove, CA 92841. Applications may also be obtained by calling (714) 897-6670 ext. 3617 or e-mail request at hr@capoc.org visit www.capoc.org to download. Applications must be filed no later than 5:00 p.m. on the closing date. Resumes will not be accepted without a completed application. Incomplete applications submitted will not be considered. Facsimile (Fax) copies at (714) 894-5404.

MEDICAL EXAMINATION
A medical examination is required of each new employee whose physical condition must meet the minimum requirements prescribed for the position. In addition, prospective employees must pass a drug screening examination.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Equal Opportunity/Affirmative Action Employer Women and Minorities are Encouraged to Apply

THE PROMISE OF COMMUNITY ACTION
Community Action changes people’s lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

EMPLOYMENT BENEFITS
Community Action Partnership of Orange County offers extensive benefits to its regular full-time employees including:

- **HOLIDAY** – 12 paid holidays per year.
- **VACATION** – Employees accumulate up to 12 days per year to a maximum of 20 days after 10 years of employment.
- **SICK LEAVE** – Employees accumulate up to 12 days per year.
- **HEALTH PLAN** – Community Action Partnership of Orange County pays the employee’s premium for medical and dental insurance.
- **LIFE INSURANCE** – Community Action Partnership of Orange County pays life insurance up to a maximum of $15,000. Employee may purchase supplemental insurance at a low cost.
- **TAX SHELTER ANNUITY** – Community Action Partnership of Orange County pays 6% gross salary to a tax shelter annuity. Employees may contribute additional amounts on a tax-deferred basis.
- **EDUCATION REIMBURSEMENT** – Job related education and training.
- **CREDIT UNION PARTICIPATION**

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