

CHILDREN'S FRIEND AND SERVICE

JOB DESCRIPTION

Job Grade: 6

- Job Title:** Receptionist/Secretary – Bilingual
- Reports to:** Administrative Support Staff Supervisor
- Qualifications:** High School graduate with knowledge of general office procedures, including good typing, computer, telephone, data entry and filing skills. Ability to develop the capacity to provide other skills as necessary to provide efficient support services for the Agency. A pleasant telephone manner is required as well as excellent interpersonal skills when dealing with staff, clients, visitors and Board members and the ability to recognize and respect the need for confidentiality. Must have a valid driver's license, auto liability insurance, and a reliable car if directed to report to another site. Bi-lingual in Spanish preferred.

Duties

1. Answer phones and channel incoming calls to proper staff.
2. Keep record of phone calls and appointments.
3. Greet clients and visitors who enter the building and direct them to the appropriate staff member, meeting, etc.
4. Cancel client appointments if/when appropriate.
5. Maintain accurate sign-in sheets, schedules and all other forms required at the reception desk.
6. Follow opening and closing protocols.
7. Sort and distribute incoming mail and as well as stamp outgoing mail if appropriate and prepare for mail carrier.
8. Assist in bi-lingual translation (orally and written) of forms, flyers, letters and agency documents as needed.
9. Type accurate memos, forms, brochures and correspondence as needed.
10. Provide administrative support needs for the building as assigned.
11. Operate all office equipment, (i.e. computer, typewriter, FAX machine, calculator, copy machine shredder, etc.) and routine office procedures; i.e. photocopying, shredding, faxing, etc.
12. Provide cross-coverage support as needed as well as covering late shifts and /or other hours worked by administrative support staff.
13. Keep monthly calendar of scheduled activities.
14. Assist in inventorying, tracking and distributing supplies to staff.
15. Make constructive use of individual and peer supervision.
16. Pursue ongoing professional development through attending relevant workshops and conferences (including Children's Friend's core supervisory training program).
17. Contribute to the overall success and quality of the program and agency by working constructively and collaboratively with other staff members to address programmatic and agency-wide issues and needs. This may also include working with parent volunteers
18. Interact effectively and respectfully with others and particularly with individuals whose backgrounds and life experiences are different from one's own.
19. Assist in publicizing the programs and educating others about agency services.
20. Other duties as assigned.

I have the above list of duties pertaining to my position and agree to adhere to the policies and procedures of Children's Friend and Service.

Employee Signature

Date