

COMMUNITY ACTION PARTNERSHIP OF NORTH CENTRAL MISSOURI

JOB DESCRIPTION

JOB TITLE: Receptionist/Clerk
REPORTS TO: Executive Director
SUPERVISES: None

DEPARTMENT: Administration
SALARY GRADE: 2
REVIEW DATE: 11/15/2016

Community Action Partnership of North Central Missouri (CAPNCM) offers a helping hand to people seeking to break the bonds of poverty. We endeavor to make the community aware of the problems of the low-income. We serve as an advocate for low-income residents by strengthening communications, mutual understanding and the planning and coordination of programs designed to serve the low-income community. Our mission is to offer services to individuals to become self-sufficient by empowering them to obtain the resources needed to build strong families & communities. CAPNCM envisions a world without poverty in which all people have access to necessary resources and are treated with dignity.

JOB DESCRIPTION

The Receptionist/Clerk position is involved in a variety of basic office duties. The primary responsibilities of this position will be answering the multi-line telephone system, greeting the public, and providing support to CAPNCM management.

KEY RESPONSIBILITIES

- Be an advocate for the Mission and Vision set forth by CAPNCM.
- Must have excellent telephone skills to include answering the telephone in a polite and professional manner, transferring calls, taking messages as needed, answering routine information requests, providing desired information or arrange for caller to contact the appropriate staff person, and providing referrals to other outreach centers and community resources.
- Receive and greet the public in a professional, friendly, and timely manner.
- Ability to operate basic office equipment (calculator, copy machine, postage meter, fax, computer).
- Maintain adequate inventory of office supplies. Order necessary supplies upon approval of supervisor.
- Copy and collate materials as requested by supervisor and assist with mailings, as needed.
- Sort and distribute mail to staff at request of supervisor.
- Assist with cash receipts at request of supervisor.
- Active involvement in at least one (1) civic, educational, or service group is preferred.
- Keep work area neat and clean in appearance.
- Participate in training activities as deemed necessary by supervisor.
- Perform additional duties as assigned by supervisor.

QUALIFICATIONS

- Associate's Degree preferred; high school diploma or equivalent required and two (2) years related experience and/or training or equivalent combination of education and experience.

PREFERRED SKILLS AND EXPERIENCE

- Knowledge of CAPNCM's purpose, goals, mission/vision, policies and procedures, and resources.
- Ability to type at least 50 wpm with correct grammar usage and spelling.
- Ability to use basic office or related machines.
- Good communication skills and the ability to follow written or oral instruction.
- Answer multiple telephone lines and transfer calls to appropriate staff or voice mail, and greet the public in a polite and professional manner.
- Handle difficult phone/public situations and refer to appropriate staff.
- Ability to handle sensitive Agency participant information in a confidential, professional manner.
- Possess a valid, current Missouri driver's license and provide proof of insurance.

COMPENSATION

- Starting at \$10.40 per hour

BENEFITS AVAILABLE

- Paid time off (PTO)
- Holidays
- Medical
- Dental
- Vision
- Life insurance
- 403(b)
- Travel reimbursement

TRAVEL REQUIRED

- Minimal travel required.

SHIFT

- Full-time position, 36 hours per week, Monday – Thursday 7:30am – 5:00pm.

I have read and fully understand the duties and responsibilities described in this job description.

Employee Signature

Date