



Title Receptionist
Department Community Action Agency

CAA
Pay Grade: 7

JOB SUMMARY

This position is responsible for providing clerical and customer service support for agency operations.

MAJOR DUTIES

- Receiving visitors at the front desk by greeting, welcoming, directing and announcing them appropriately.
- Answering, screening and direct phone calls.
- Provide basic and accurate information in-person and via phone/email.
- Insures that messages are distributed in a timely manner.
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures).
- Establishes and maintains harmonious working relationships with agency employees.
- Performs duties such as making copies, scanning documents, faxing, etc.
- Maintains office inventory.
- Orders, distributes and maintains inventory of supplies and equipment.
- Assists with the preparation and submission of office invoices and requisitions.
- Assists with completion of receipt of goods.
- Keeps updated records of office expenses and costs.
- Manage and ensure maintenance of office equipment.
- Coordinates meetings through organizing agendas, meeting space, food, accommodations, and meeting packages.
- Maintains company vehicles.
- Coordinate IT and special requirements for meetings such as laptops, screens, projectors, etc.
- Arrange travel and accommodations, and prepare vouchers.
- Photocopies and maintains files documents.
- Maintain efficient filing systems.
- Prepares forms, letters and documents.
- Sorts and distributes mail.
- Prepare new administration forms as required.
- Performs other duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

- Ability to communicate in English and Spanish.
- Professional attitude and appearance.
- Customer service attitude.
- Ability to be resourceful and proactive when issues arise.

- Knowledge of modern office practices and procedures.
- Knowledge of county and departmental policies and procedures.
- Knowledge of computers and job-related software programs.
- Proficiency in Microsoft Office Suite.
- Skills in prioritizing and organizing work.
- Skill in the use of standard office equipment.
- Solid written and verbal communication skills.
- Ability to work with confidential and sensitive information.

SUPERVISORY CONTROLS

The Director and Deputy Director assigns work in terms of somewhat general instructions. spot checks completed work for compliance with instructions and established procedures, accuracy, and the nature and propriety of the final results

GUIDELINES

Guidelines include county and department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related clerical duties, frequent interruptions contribute to the complexity of the position,
- The purpose of this position is to provide clerical support for the operations of the department. Successful performance contributes to the efficiency and effectiveness of those operations.

CONTACTS

- Contacts are typically with co-workers, other county employees, clients, vendors, and the general public.
- Contacts are typically to give or exchange information, resolve problems, and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, walking, or stooping. The employee occasionally lifts light and heavy objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None

MINIMUM QUALIFICATIONS

- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Must have a High School Diploma or GED from an accredited institution,
- Must possess a valid and current Texas driver's license.

