



Receptionist

Date: 10/2019

Reports to: Site Director

Department: Early Childhood Services

Classification: Full-time

Status: Non-exempt

POSITION SUMMARY:

Assist in office administration through clerical support, answering telephone, and letting parents, children and visitors into the building. File hard copy information in appropriate location. Perform miscellaneous job-related reception/clerical and administrative duties as needed.

ESSENTIAL FUNCTIONS:

- Greet visitors and direct them to the appropriate location
- Perform clerical duties consisting of sorting and filing records, addressing, and mailing packages/correspondence and answering/maintaining telephone messages
- Enter and compile data as requested and ensure all forms are filed
- Verify input data to ensure accuracy of completed work; edit errors during processing; correct errors post-entry
- Utilize office equipment for printing, sorting, duplicating, and collating
- Respond to routine telephone requests which have standard answers; refer call to appropriate staff
- Be the primary contact for receiving referrals
- Compose routine correspondence
- Requisition office supplies
- Work cooperatively with other administrative and front-line staff to assure effective service delivery
- Comply with Head Start Performance Standards
- Utilize Positive Behavior Support (PBS) strategies to prevent and defuse disruptive behavior
- Respect and support cultural differences and diverse family structures
- Demonstrate good work habits such as arriving on time and adhering to appropriate break times
- Attend mandatory In-Service trainings and staff meetings
- Report any suspected abuse or neglect to appropriate authority
- Advocate for SEK-CAP, Inc. in the community
- Maintain and assure confidentiality and privacy of SEK-CAP, Inc customers
- Uphold and promote the core values and mission statement of SEK-CAP, Inc.
- Support management decisions both in actions and words
- Other duties as assigned

KNOWLEDGE AND EXPERIENCE:

Essential:

- Basic computer skills on IBM compatible P.C. systems and software
- Basic operation skills of general office equipment such as photocopiers, faxes, and phone systems

- Superior interpersonal skills. Ability to get along with diverse personalities; tactful, mature, and flexible
- Ability to meet and deal tactfully with the public and to communicate effectively and clearly both orally and in writing
- Resourceful and well organized
- Ability to establish and maintain positive, effective working relationships with co-workers, community partners, and customers
- Ability to learn and adapt

Desired:

- Knowledge of all Microsoft Office Software components, i.e.; Access, Word, Excel, and PowerPoint, Internet Explorer, and Outlook
- Have or be willing to obtain certification/training on various types of software utilized within the organization
- Ability to accurately type and properly set up typewritten material
- One-year related experience and/or training

EDUCATION AND QUALIFICATIONS:

- Degree preferred-minimum: High School Diploma or its equivalent
- Possess current, valid driver's license and be insurable by the organization's motor vehicle insurance carrier
- Submit to and pass standard criminal history check
- Submit to and pass standard drug screen test
- Obtain First Aid and CPR certification
- Successfully complete a physical exam and TB screening prior to employment and every three years thereafter

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Use hands to finger, handle, or feel
- Reach with hands and arms
- Sit or occasionally stand; walk and stoop, kneel, or crouch
- Regularly lift and/or move up to 30 pounds
- Required vision abilities include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus
- Occasional exposure to wet and/or humid conditions
- Outside weather conditions
- Extreme cold and extreme heat
- Noise level is usually quiet to moderate

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

ACKNOWLEDGEMENT:

“I have presented this job description to the employee and all aspects of the position have been reviewed.”

Supervisor Signature

Date

“I have read this job description and thoroughly discussed the contents with my supervisor.”

Employee Signature

Date