



# WALDO COMMUNITY ACTION PARTNERS JOB DESCRIPTION

## POSITION SUMMARY

The **Reception & Administrative Assistant** is responsible for providing excellent customer service to all callers and visitors, as well as providing a wide variety of administrative, special project and/or program support as assigned.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

### Reception

1. Provides back-up services to Reception during assigned time, including lunch hours, and when the Receptionist is out of the office.
2. Provides excellent customer service to all incoming callers and visitors by providing accurate, useful information and maintaining a calm, welcoming, and tidy office environment.
3. Transfers callers to appropriate offices and phone extensions.
4. Opens and closes central administrative office according to procedures.

### Administrative Support

1. Sorts and refers all incoming and outgoing mail, faxes, and on-site deliveries.
2. Checks out and receives back Agency keys to authorized individuals, ensuring security.
3. Assists with placing office supply orders with designated vendors and disburses supplies upon arrival.
4. Performs other administrative duties such as data entry, filing, photocopying, and collating for various departments as requested.
5. Keeps copiers and printers in immediate work area stocked with supplies and in working order. Schedules vendor repairs as needed.

### General Program Support

1. Provides administrative program and/or special project support to departments including Housing, Community Services, Fiscal, Administrative, and Community Partnerships as assigned.
2. Assists with scheduling and/or confirming appointments.
3. Assists with client inquiries regarding programs, including but not limited to, energy assistance, housing assistance, weatherization, Cinderella Project, Heroes for Hunger, and Neighbor 4 Neighbor.

### Special Events

1. Provides assistance to the Development Director, Executive Assistant, and/or Community Partnership Coordinator in the preparation of staff and/or community events.

### Board of Directors Support

1. Provides occasional support to the Executive Director and Executive Assistant in matters regarding the logistics of Board of Directors and Board Committee meetings, including preparation of board meeting packets, arrangements for meeting meals, and recording board volunteer hours for the Receptionist.
2. Provides courtesy calls to Board members prior to meetings; provides projected attendance reports and sign-in sheets to Executive Director prior to meetings.

### Position Title:

Reception & Administrative Assistant

### Department:

Non-Exempt

### Reports To:

Executive Assistant

### Supervises:

N/A

### FLSA Status:

Non-Exempt

### Pay Grade:

3

### Last Revised/Approved:

February 2022

## **Professional Development**

1. Participates in any required trainings, meetings, and professional development activities.

## **Leadership & Teamwork**

1. Builds cooperative goals and relationships of mutual trust.
2. Demonstrates effective communication skills in building relationships with all employees and clients.
3. Collaborates with all partner agencies to assure effective communication processes across agencies.
4. Adheres to the policies in the use of computer technology and all tele-communication devices.

## **Safety and Wellness**

1. Actively promotes safety and accident prevention within the workplace.
2. Reports any unsafe conditions, incidents and/or accidents immediately.

## **Non-Essential Duties and Responsibilities:**

1. Performs additional duties as assigned.

## **GENERAL EXPECTATIONS**

- Be committed to the Agency's Mission, Vision and Values.
- Maintain adequate knowledge of all WCAP programs in order to make referrals to other programs beneficial to the client, his/her family or friends.
- Maintain professional boundaries with all current, past, and prospective clients.
- Maintain confidentiality of clients, staff, and internal business information.
- Present professional and positive image as a representative of WCAP.
- Follow established policies and procedures and comply with all safety requirements.
- Communicate proactively with the supervisor regarding workflow, problems, suggestions, etc.
- Seek out and attend relevant professional development. Participate in all Pre-Service and In-Service training and professional development activities as required by the position.
- Attend team and staff meetings as scheduled.
- Contribute to a positive, team-oriented work environment.
- Be punctual for scheduled work and use time appropriately.
- Perform required amount of work in a timely fashion with a minimum of errors. Meet deadlines.

## **PHYSICAL REQUIREMENTS**

*The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is required to stand and sit for prolonged periods of time; walk; use hands to finger, handle, or feel, including operation of a standard computer keyboard; reach with hands and arms and talk, see and hear; bend and reach; lift and carry up to 10 pounds on a regular basis, and up to 35 pounds occasionally. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus.

## **WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Work is usually performed primarily in a business office setting. Occasional community setting may be required based on assigned work. Noise level ranges from quiet to moderate. Assigned work may require travel within the local or neighboring communities. This position is on an on-call per diem basis that typically works a normal daytime schedule. However, evening and weekend time may be required to meet

program and/or organizational needs. Overtime may also be required to meet program and/or organizational needs and requires prior approval.

## QUALIFICATIONS NEEDED FOR POSITION

### General Requirements:

- Ability to meet WCAP background clearance requirements.
- Adequate transportation and ability to meet and maintain WCAP's minimum insurance standards

### Experience and Skill Requirements:

The following experience and skills are considered essential:

- Two years of customer service experience or two years of office experience is preferred.
- Familiarity with Microsoft Word, Excel and Outlook.
- Ability to learn new processes and programs easily.
- Strong communication skills.
- Strong organizational/time management skills.
- Must be able to handle simultaneous projects and deadlines to ensure workflow remains steady.
- Able to maintain confidentiality.

### Education Requirements:

The following education requirements are considered essential:

- High School Diploma or GED equivalent
- Associates Degree preferred

**\*\* All requirements and skills are considered to be essential, unless otherwise indicated**

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

*The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

I have read and understand the above description, and I am confident that I will be able to meet the requirements of this job.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date