



101 E Market Street
Aberdeen, WA 98520

JOB DESCRIPTION

DEPARTMENT: Administration

TITLE: Receptionist

JOB CLASSIFICATION: Receptionist
Long Beach, WA

STARTING SALARY RANGE: \$13.69 – DOE + Benefits

SUMMARY DESCRIPTION: This position is expected to greet the public and handle multiple duties at one time and complete them accurately and timely. This position is expected to have working knowledge of agency programs and local resources to provide accurate information to the public.

FUNCTIONAL RESPONSIBILITIES:

1. Operate a multi-line phone system and direct calls to appropriate staff.
2. Provide information about the agency to the public.
3. Provide referral services to the public.
4. Maintain supply of public resources and brochures.
5. Provide High Quality Customer Service to the public and internal staff
6. Process incoming mail and direct to appropriate staff or office
7. Process client intake forms to a client database system.
8. Must be able to effectively communicate and comprehend (through oral and written forms of communication) with management, peers, clients and the public as required to carry out the assigned duties of the position.
9. Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable
10. Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel.
11. Perform as an agency representative in limited roll to the community and stakeholders; ensuring professional, courteous, and respectful customer service.
12. Other appropriate duties as assigned

QUALIFICATIONS:

1. High School Diploma or equivalent,
2. Experience operating and maintaining office equipment including multi-line phone, photo copy machine, fax machine, stamp machine, etc.
3. Experience using word processing programs, creating/managing data and documents.
4. Clear and effective communication skills.

5. Experience with multi-tasking, prioritizing and completing multiple assignments.
6. Experience communicating who, what, when and where of a situation effectively and respectfully with a diverse group.
7. Adaptability with changing needs/flexibility.
8. Ability to stay calm and work through emergency situations in a fast paced stressful environment.
9. Experience dealing with a wide variety of people and public contact.

LOCATION/WORKING HOURS:

Long Beach office – 1505 Pacific Ave N

Mon – Fri 8 am to 5 pm

This position is subject to pre-employment drug testing.

It is the policy of Coastal Community Action Program to assure that no individual be excluded from employment or employment opportunities on the grounds of race, color, age, sex, religion, national origin, marital status, or presence of sensory, mental or physical handicap, or Vietnam era and disabled veterans, or be denied the benefits of any of the agency's employment opportunities or delegate or contracted project agency.