

COASTAL COMMUNITY ACTION PROGRAM
101 E. Market, Aberdeen, WA 98520

JOB DESCRIPTION

TITLE: Front Office Coordinator

JOB CLASSIFICATION: Admin

IMMEDIATE SUPERVISOR: CFO

SUMMARY DESCRIPTION:

The main role of Office Coordinator is to meet the expectations and wants of internal and external patrons and bring quality front end service to clients, candidates and peers. 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 to provide accurate information to the public.

FUNCTIONAL RESPONSIBILITIES:

- Oversee reception functions of the agency
- Mentor and Train Receptionists positions at all sites.
- Work with the Executive Team on agency wide Annual Report, CSBG standards, ROMA Implementer and other CSBG reporting.
- Assist with receptionist staff assessments and screening job applicants.
- Manage Time card processing, vacation requests and sick leave notifications for reception staff, security staff and janitorial staff.
- Open/Close front lobby doors, turning on lights for open of business at scheduled office hours
- Post Office Closure notices as needed such as closed for holidays, staff meetings, etc.
- Post job openings internally/externally as instructed by management
- Create name badges for new employees
- Update Social Media accounts with program updates, agency closures, job openings, community events, etc.
- Organize and Maintain safe and clean reception area
- Help coordinate and plan agency events or meetings
- Receive and notify staff/program of packages being delivered.
- Maintain agency wide consumable office supplies
- Post job openings internally/externally as instructed by management
- Operate a multi-line phone system and direct calls to appropriate staff.
- Provide referral services and provide to the public information about the agency.
- Provide High Quality Customer Service to the public and internal staff
- Receive, stamp and distribute incoming mail to the appropriate programs
- Process all outgoing mail by appropriate programs

- Process client intake forms to a client database system.
- Other appropriate duties as assigned
- 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.
- Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable
- Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel and can perform as an agency representative in limited roll to the community and stakeholders; ensuring professional, courteous, and respectful customer service
- Support the CEO at Board meetings

QUALIFICATIONS:

- High School Diploma or equivalent,
- Be highly organized and work well in a fast-paced vibrant atmosphere.
- Be a stress-restraint person.
- Pay close attention to detail
- Have a team-oriented attitude.
- Experience operating and maintaining office equipment including multi-line phone, photo copy machine, fax machine, stamp machine, etc.
- Experience using word processing programs, creating/managing data and documents and working knowledge of excel spreadsheets.
- Experience with proof reading and correcting documents.
- Clear and effective communication skills.
- Experience with multi-tasking, prioritizing and completing multiple assignments.
- Experience communicating who, what, when and where of a situation effectively and respectfully with a diverse group.
- Adaptability with changing needs/flexibility.
- Ability to stay calm and work through emergency situations in a fast paced stressful environment.
- Experience dealing with a wide variety of people and public contact.

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.

Updated: September, 2023

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