

FULL TIME OPEN POSITION POSTED

POSITION TITLE: RECEPTIONIST/SECRETARY

REPORTS TO: OFFICE MANAGER

I. POSITION SUMMARY:

Performs routine clerical and operational duties, including typing. Performs a variety of receptionist/secretarial duties requiring the use of considerable tact, diplomacy and courtesy.

II. DUTIES/RESPONSIBILITIES:

1. May operate various office machines.
2. *Answers telephone requests pertaining to Agency services and refers caller appropriately.
3. *Greet clients.
4. *Maintain online appointment book.
5. *Open new files/close files/retrieve files.
6. *Filing for various FSCA programs.
7. *Manage financial transactions/credit charge.
8. *Type correspondence/reports, etc., and conduct client satisfaction surveys.
9. *Inventory and maintain packets for various programs.
10. Screen new clients as needed.
11. *Enter computer data for relevant programs.
12. Use copier as needed/maintaining a sufficient number of forms for staff use.
13. *Open and close building, as procedure states.
14. *Forward phone lines to AMBS Answering Service, and nightly Family Service lines.
15. Take request for service for programs as needed.
16. *Answer ERN calls and refer appropriately, conduct ERN telephone Surveys.
17. *Fulfills the requirements of all agency systems for statistical record keeping, reporting, program evaluation, quality assurance, internal control and attendance monitoring as appropriate to the position.
18. Assist with training of new front office staff
19. Administer Drug Swab testing to clients.
20. Monthly Reports as required.
21. All other duties as assigned.

III. QUALIFICATIONS:

- High School diploma or equivalent.
- Computer knowledge.
- Ability to communicate with public and perform clerical tasks.
- Cultural sensitivity.
- Ability to move 10 to 50 pounds occasionally.

*Essential job duties per the Americans with Disabilities Act.

If you are interested in this Full Time Position please send resume to jobe@strong-families.org

—