

Community Action Partnership of Cambria County
Receptionist (Hourly, Non-Exempt)

Reports to: Community Services Director
Classification Group: A
Date: April 2, 2024

Department: Community Services
Approved by: Josh Yoder
Executive Director

JOB SUMMARY:

The Receptionist is the first point of contact for Community Service clients as a walk-in or phone call. All clients should be greeted in a courteous, respectful manner and directed to the appropriate services they require. The Receptionist is supervised directly by the Director of Community Services.

ESSENTIAL RESPONSIBILITIES:

1. Perform receptionist functions such as answering phones, taking messages, and directing inquiries to appropriate staff.
2. Be well-informed and knowledgeable about the services offered at Community Action, especially the Community Services Department.
3. Maintain an accurate up to date resource guide to provide information and referrals to clients.
4. Schedule and check trips in Medical Assistance Transportation software.
5. Create, revise, and print forms or signage as needed.
6. Assist in maintaining department files.
7. Coordinate the ordering process to purchase program supplies.
8. Responsible for pickup and distribution of incoming mail.
9. Participate in required meetings, trainings, and outreach events.
10. Maintain client confidentiality.
11. All other duties as assigned.

ADDITIONAL RESPONSIBILITIES:

1. Maintain databases to ensure accuracy.
2. Assist with MATP scheduling when necessary.
3. Assist staff members with miscellaneous tasks as needed.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. The ability to work independently, exercise judgement and take initiative.
2. Demonstrate respect and professionalism towards clients.
3. Work effectively with other team members and office staff.
4. Proficient in oral and written communications along with basic math skills.
5. Basic understanding of computers, including MS Word, Excel, Outlook and other related programs.
6. Working knowledge of common office equipment (fax machines, copiers, and printers)

MINIMUM REQUIREMENTS OF EDUCATION, TRAINING, AND EXPERIENCE:

1. High School Diploma or GED equivalency. **(Required)**
2. Minimum two (2) years human service/customer service experience. **(Required)**
3. Reliable transportation. **(Required)**
4. Must obtain Child Abuse, PA State Police, FBI Fingerprinting and NSOR Clearances prior to starting employment. **(Required)**

EMPLOYEE'S SIGNATURE: _____

DATE: _____