

Community Action Program of East Central Oregon (CAPECO)

Job Description

Position:	Receptionist
Supervised by:	Program Manager & Program Director
Department:	Independent Support Services
Classification:	Regular Full Time
Position Status:	Non-Exempt
Location:	Pendleton Main Office
Range/Salary:	Range 7 -\$2,032
Benefits:	Health, Dental, RX, Vision, Medical Bridge, FSA, Life Insurance, 401K Plan, Vacation, Sick and Holidays

HOW TO APPLY:

To apply for this position we must receive a completed CAPECO application. An application can be found by visiting our website at CAPECO-WORKS.ORG or can be picked up at our Main Office located at 721 SE 3rd Street, Suite D, Pendleton, OR 97801. Cover Letters and Resumes may also be included, but will not be accepted without an application.

Please return completed application, optional resume, cover letter and any other required documents to: 721 SE 3rd Street, Suite D, Pendleton, OR 97801 or hr@capeco-works.org. Please send it attention Human Resources if you are sending by mail.

POSITION OVERVIEW:

Responsible for greeting customers, answering the phone and routing calls to appropriate staff. Take detailed messages as necessary and ensure that they provided to staff in a timely manner. Serve as the primary contact for clients seeking assistance through one or more of the agency's service programs, as well as providing necessary referrals and resource information.

ESSENTIAL FUNCTIONS:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. Other duties, responsibilities and activities may change or be assigned at any time with or without notice. To perform this job successfully, an individual must be able to perform each essential function satisfactorily with or without reasonable accommodation.

1. Greet the public in a friendly, courteous and helpful manner. Ensure that customers are received by other staff as quickly as possible.
2. Act as the information and referral point of contact for the public seeking assistance for services not provided by CAPECO.
3. Take detailed and accurate messages, ensuring that each message is delivered or communicated to staff via email, phone message, or in person to appropriate staff in a timely manner.

4. Develop and maintain a working knowledge of programs provided by local service organizations and other community resources.
5. Maintain inventory of office supplies. Process supply, equipment or furniture requisitions. Provide accurate posting of supplies ordered to appropriate grants. Ensure delivery of supplies to appropriate staff persons or department head.
6. Open and route daily incoming mail. Prepare outgoing mail each day and route to Finance by 4:30 p.m.
7. Maintain trip sheets and postage meter account.
8. Schedule appointments for LIHEAP clients.
9. Maintain the reception office, lobby, and all bulletin boards in a neat and orderly manner.
10. Lock and unlock entrance doors at opening, lunch and closing. Doors open at 8:00a.m. and lock from noon to 1:00pm for lunch. Then at closing, doors lock at 5:00p.m. Verify if other employees are still in the building. If not, make sure that the alarm is set before exiting the building.
11. Perform all other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the job.

- High school diploma or GED.
- Must have exceptional people skills and a strong customer service ethic.
- Skilled in basic and advanced office procedures, administrative processes and have good working knowledge of Microsoft Office Word, Outlook and Excel.
- Must have the ability to communicate effectively and clearly with the public both verbally and in writing.
- Must have the ability to manage multiple projects simultaneously and respond to immediate requests for specific program information.
- Must be able to maintain a professional demeanor in high stress situations.
- Experience working with the public, especially with persons of all socioeconomic backgrounds.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

The physical demand and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the 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 frequently required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to bend, kneel and crouch. Specific vision abilities required by this job include close vision and distance vision. The noise level in the work environment is usually moderate. The employee must occasionally lift, push and/or carry/move objects up to 50 pounds.

SPECIAL REQUIREMENTS:

- Must pass a criminal history background investigation; however a conviction of a crime may not necessarily disqualify an individual from this position
- CAPECO is a drug free workplace and pre-employment screening will be required.
- Must possess a valid State Driver's License and insurable driving record is required

THE ABOVE JOB DESCRIPTION has been discussed with me, and I accept all responsibilities and can perform all duties with or without reasonable accommodations as outlined above. By my signature, I hereby agree to all components of the position including the job classification.

EMPLOYEE'S SIGNATURE

DATE