



Receptionist / Clerical Assistant

Department: Assigned Program
FLSA Status: Non-Exempt
Date Approved: 05/11/2022

Positions Supervised: None
Reports to: Director of Strategic Planning
Date Revised: 05/10/2022

GENERAL PURPOSE OF JOB

The role of the Receptionist is to greet guests, answer phones and perform clerical tasks that support the members of the Administrative team at Focus Counseling.

ESSENTIAL DUTIES AND RESPONSIBILITIES: The following statements reflect the general details necessary to describe the major functions of this position and are not intended to be a detailed description of all the work/functions that may be required. Other duties may be assigned.

- Greet visitors and staff— facilitate client check in / check out process.
- Ensure cleanliness of office areas, including workroom, breakroom, conference rooms, and waiting area.
- Route agency phone calls (voicemail to email), forward calls, ensure messages are provided to staff.
- Receive and sort agency mail, distribute to staff mailboxes or scan and email, in a timely manner.
- Monitor and disburse faxes to agency staff, in a timely manner.
- Monitor and triage email from agency shared email boxes.
- Monitor and recommend replenishment of office and breakroom supplies.
- Communicate effectively via email, phone and written correspondence.
- Provide clerical support to administrative and clinical staff as requested.
- Maintain confidentiality of client information, at all times.
- Other duties as assigned

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

MINIMUM QUALIFICATIONS:

- Proficiency with routine office duties—typing, filing, copying, faxing, and printing documents.
- Ability to operate basic office equipment—printer, copy machine, fax
- Ability to effectively use Microsoft Office software, including MS Word, Excel, Outlook.
- Knowledge of and ability to use remote conferencing software, including Microsoft Teams and Zoom.
- Knowledge of Gmail and Google products.

EDUCATION and/or EXPERIENCE

- Associates Degree or more than one year of related experience and/or training; or equivalent combination of education and experience.
- Excellent communication skills.
- Excellent customer service skills.
- Excellent organizational skills.

LANGUAGE SKILLS

- Ability to read and comprehend simple instructions, short correspondence, and memos.
- Ability to write simple correspondence.
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS

- Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's.



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- Ability to perform these operations using units of American money and weight measurement, volume, and distance.

REASONING ABILITY

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to use analysis and judgement in the adaptation and interpretation of established practices and procedure to meet problems and situations within clearly defined roles.

PHYSICAL DEMANDS

- Ability to stand 1/3 to 2/3 of the time.
- Ability to walk 1/3 to 2/3 of the time.
- Ability to sit 1/3 to 2/3 of the time.
- Ability to use hands greater than 2/3 of the time.
- Ability to reach with hands and arms less than 1/3 of the time.
- Ability to climb or balance less than 1/3 of the time.
- Ability to stoop, kneel, crouch or crawl less than 1/3 of the time.
- Ability to talk and hear greater than 2/3 of the time.
- Ability to push or pull up to 25 pounds less than 1/3 of the time.
- Ability to lift up to 25 pounds less than 1/3 of the time.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Noise level in the work environment is moderate.
- The normal work environment is an office environment.
- This position is on-site.

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I understand that this is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the Employer reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed as directed by the Employer. I understand that I may be occasionally required to work overtime, different shifts or hours outside the normally defined workday or workweek. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the Employer has a similar right.

Employee Printed Name: _____

Employee Signature: _____

Date: _____

Employer Representative Name: _____

Employer Rep. Signature: _____

Date: _____