

RECEPTIONIST/OFFICE ASSISTANT

POSITION DESCRIPTION: Under supervision from the Program Director or her designee, answer all Hotline calls and route them appropriately. Perform a variety of other secretarial and administrative support duties and willingly accept assigned responsibilities.

DUTIES:

- 1) Receive all incoming Hotline calls.
- 2) Screen clients; conduct initial intake to determine eligibility for services.
- 3) Transfer appropriate calls to Lead Counselor and Back up Counselor as needed.
- 4) Take messages from Hotline callers; relay them to the appropriate counselor for follow up.
- 5) Route calls appropriately to other Hotline staff, LSNC programs, and other agencies.
- 6) Document and report problems with the phone system and/or computer system timely.
- 7) Greet and assist visitors in the front office.
- 8) Make appropriate referrals for callers who are not eligible for Hotline services.
- 9) Word processing: create mailing labels and file labels, format letters and memos, develop forms and other materials as directed by Program Director or her designee.
- 10) Collate packets for client follow-up letters, mass mailings and outreach events as requested.
- 11) Stuff and seal envelopes.
- 12) Receive, date-stamp and distribute incoming mail.
- 13) Process outgoing mail.
- 14) Prepare packets for meetings.
- 15) Clip articles and route materials as requested.
- 16) Operate photocopier, fax machine and other office equipment.
- 17) Filing.
- 18) Attend training sessions and seminars.
- 19) Perform additional clerical and office support duties as assigned consistent with qualifications.

SKILLS:

- 1) Professional, patient telephone manner.
- 2) Ability to route calls and messages appropriately.
- 3) Ability to learn and understand the operation of the telephone system and to document problems when they occur.
- 4) Strong oral and written communication skills.
- 5) Ability to relate to callers who have health care difficulties with empathy and concern.
- 6) Knowledge of and experience with Windows and MS Word.
- 7) Experience with Excel, Power Point and other software programs a plus.
- 8) Ability to enter data accurately and completely.
- 9) Ability to remain calm under pressure and during heavy call periods.
- 10) Ability to manage multiple tasks.
- 11) Ability to follow established protocols and procedures.

QUALIFICATIONS:

Minimum of two (2) years experience that includes clerical duties, extensive phone and public contact. High school or business school graduate or life experience equivalent required. Knowledge of office machines including postage meter, fax machine and copier. Experience with Windows 95 and MS Word required. Bilingual Spanish/English preferred.

AN EQUAL OPPORTUNITY EMPLOYER