

ECONOMIC SECURITY CORPORATION

Job Description

Job Title: Receptionist/Clerk
Division: Community Development
Reports To: Community Development Director
FLSA Status: Non-Exempt
Revision Date: May 13, 2020
Job Classification: Grade 3

SUMMARY

The CD Clerk/Receptionist provides the preliminary contact with the public for the agency; greets visitors, and answers routine requests for information; directs visitors to the appropriate staff person. The CD Clerk/Receptionist performs a variety of clerical duties for the Outreach office as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Inputs data from source documents into multiple databases and systems.
2. Keeps track of received data and source documents
3. Contacts clients to resolve questions, inconsistencies, or missing data.
4. Keeps record of work completed.
5. Responds to inquiries regarding entered data.
6. Opens and sorts incoming mail.
7. Provides clerical support for the CD Outreach office, which includes filing, photo copying, and other special projects.
8. Provides visitors and telephone callers with information or needed assistance.
9. Handles incoming calls on agency phone system and transfers them to the proper staff person.
10. Greets public and participants and directs them to the appropriate staff person.
11. Controls traffic flow in waiting room and ensures that staff is informed about the clients waiting to see them.
12. Transfers callers to staff members' voicemail when staff member is not available.
13. Ensures that all visitors and clients are signed in and they receive applications or questionnaires needed.
14. Distributes all faxes.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

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.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED), and a minimum of one year experience with computers and computer systems; or equivalent combination of education and/or experience.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or government regulations. Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from groups of managers, co-workers, and clients.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

COMPUTER SKILLS

Proficient personal computer skills, including electronic mail, record-keeping, routine database activity, word processing, spreadsheet, graphics, etc.

PLANNING/ORGANIZATION

Ability to handle multiple tasks simultaneously.

CERTIFICATES, LICENSES, OR REGISTRATIONS

Must have valid driver's license, reliable transportation, and meet Missouri automobile liability minimum requirements.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this 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 regularly required to sit and talk or hear. The employee is frequently required to use hands to finger, handle or feel. The employee is occasionally required to walk; sit; reach with hands and arms; and stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 25 pounds. This position has light physical activity performing non-strenuous daily activities of an administrative nature.

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.

The working conditions are well-lighted and/or air-conditioned indoor office settings with adequate ventilation. The noise level in the work environment is usually moderate.

Employee Signature

Date

Employee Name