

ECONOMIC SECURITY CORPORATION

Job Description

Job Title: HR Receptionist
Division: Human Resources
Reports To: Director of Human Resources
FLSA Status: Non-exempt
Revision Date: September 17, 2019
Job classification: Grade 3

SUMMARY

The HR Receptionist provides the preliminary contact with the public for the agency; greets visitors, and answers routine requests for information, directs visitors to the appropriate division or staff person, responsible for the operation of the switchboard and provides general clerical duties.

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

1. Provides visitors and telephone callers with information or needed assistance.
2. Handles incoming calls on agency phone system and transfers them to the proper staff person.
3. Greets public and participants and directs them to the appropriate staff person.
4. Controls traffic flow in waiting room and ensures that staff is informed about the clients waiting to see them.
5. Transfers callers to staff members' voicemail when staff member is not available.
6. Ensures that all visitors and clients are signed in and they receive applications or questionnaires needed.
7. Opens, dates and presorts by program all incoming mail.
8. Stamps agency endorsement on all checks received.
9. Prepares outgoing mail with proper postage.
10. Distributes all faxes that come in through the Fax Main or through the regular fax machine.
11. Responsible for the maintenance of the agency copy machine.
12. Assists in calculating costs associated with the use of the fax, copy, and postage machines, and completes forms verifying cost allocation for divisions.
13. Provides reference checks on applicants for the agency.
14. Compiles New Employee Orientation packets for the director.
15. Notifies applicants by mail that they have not been selected for employment.
16. Provides clerical support for the Human Resource Department when needed.

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, skills, 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 one year related experience and/or training; or equivalent combination of education and experience.

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, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY

Intermediate personal computer skills, including electronic mail, routine database activity, work processing, spreadsheets, graphics, etc.

COMPUTER SKILLS

Basic personal computer skills including electronic mail, word processing and spreadsheet.

PLANNING/ORGANIZATION

Must be able to handle multiple tasks simultaneously.

CERTIFICATES, LICENSES, 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; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus. Specific physical activities abilities required by this job is sedentary 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 setting with adequate ventilation. The noise level in the work environment is usually moderate.

Employee Signature

Date

Employee Name