

## **WRIGHT COUNTY COMMUNITY ACTION JOB DESCRIPTION**

**JOB TITLE:**                   **RECEPTIONIST/ADMINISTRATIVE ASSISTANT**

**POSITION PURPOSE:** Receive all agency clients with great customer service. Provide support to all programs and services conducted by WCCA so that clients are efficiently connected to needed program services. Provides ongoing program support throughout the agency through data entry and organization, filing, outreach design and general office-related assistance.

**DUTY STATION:**   WCCA Office -- Maple Lake, MN

**HOURS:**               40 hours per week

**SUPERVISOR:**       Fiscal Manager

### **DESIRED SKILLS & ABILITIES:**

1. Associates or technical degree required or equivalent professional experience.
2. Possesses strong customer-service abilities.
3. Ability to communicate verbally, in person and by computer to assist customers in accessing the programs or services they are seeking.
4. Knowledge of and ability to use general office equipment such as copier, fax and scanner in support of program activities conducted by WCCA.
5. Ability to accurately and efficiently prepare occasional business correspondence and documents in support of program operations.
6. Ability to accurately perform data entry and position related record keeping activities.
7. Ability to learn and assist programs supported in efficient and effective uses of communication systems, tools and equipment to include telephone, computer and others.
8. Abilities to operate a computer on a daily basis in the performance of essential job duties and use common software such as MS-Word, Excel, Publisher & Outlook with the ability to be trained and use custom software.
9. Must have good organizational skills & ability to work independently with minimal supervision.
10. Must have access to transportation for occasional business related travel.
11. Experience or skills in graphic design is a plus.

### **I.       General Responsibilities:**

The Receptionist/Administrative Assistant is responsible for providing customer service and support to all programs conducted by WCCA so that clients are efficiently connected to program services. The Receptionist/Administrative Assistant will be the face of WCCA and must act in a professional manner under all circumstances.

### **II.     Specific Responsibilities:**

- A. Customer Service

1. Receives and routes incoming calls and emails for agency programs.
2. Receives walk-in customers and connects them to program personnel for services.
3. Maintains work and reception area in a neat, clean and orderly condition daily.
4. Maintains accurate daily logs of phone/e-mail/walk in customers and position activities.

B. Program Support:

1. Assists to enter customer data into computerized record keeping database.
2. Prepares outgoing mail for mailing, accurately affixes postage and records postage and envelope use by program. Takes daily mail to post office as needed.
3. Sends/receives faxes for programs and accurately records use by program
4. Preparation of program documents and correspondence as needed.
5. Arranges meetings and prepares records of meetings as needed.
6. Receives deliveries for agency programs.
7. Orders/ arranges for office equipment service & maintenance as designated.
8. Designs and creates outreach materials for individual programs.
9. Assist with Board of Directors communications

C. Other duties as assigned.

**Confirmation of Understanding:**

I verify that I have received and read my full job description and understand the scope of my responsibilities in this role and my commitment to Wright County Community Action.

**Print Name**\_\_\_\_\_

**Signature of Employee**\_\_\_\_\_ **Date**\_\_\_\_\_