



Casa Guanajuato Quad Cities Job Description

Title: Receptionist

Hours: up to 23.5 hours (part time);

Wage: \$8.25 hour

Supervision: Human Resource & Finance Director

Responsibilities:

- Greet clients and visitors in a welcoming, friendly manner, and refers them to appropriate staff members, answer phone, route calls, and take messages.
- Answers phone, provides basic information, routes to appropriate staff member or takes message and relates the message in a timely manner either by delivering a written message in staff's mail box or sending an e-mail.
- Distribute incoming mail and prepare outgoing mail.
- Record incoming checks and donations. All monies must be recorded on the day received. When monies reach designated total, take to Financial Assistant.
- Schedules appointments, maintains conference room availability.
- Ensures clients complete initial intake form and keeps forms organized on a daily basis.
- Keeps logs and records of telephone calls, clients served, and types of services provided.
- Cooperate in the maintenance and/or modification of agency data collection system to ensure it meets requirements (IFRP, DCFS).
- Practices strict confidentiality including not leaving any unattended and uncovered documents visible at the front desk and not speaking about clients in front of other clients or staff.
- Organizes and maintains assigned documents, and/or logs.
- Maintain lobby and front desk area keeping it clean and free from clutter.
- Observe storage/copy areas and notify appropriate personnel if needed.
- Assist with translating documents as requested.
- Produce mailing labels and reports as requested.
- Compose routine correspondence and memoranda in accordance with instructions.
- Update and maintain mailing lists.
- Assist staff with administrative duties as requested.
- Other duties as assigned.

Required Skills/Knowledge/Qualities:

- Proficient organizational and networking skills.
- Bilingual (English/Spanish) required – both oral and written.
- Able to work collaboratively in teams and individually.
- Strong interpersonal aptitude, ability to express & implement basic problem solving techniques.
- Positive, caring and supportive attitude characterized by understanding and non-judgmental commitment to clients.
- Cultural competence and an ability to interact genuinely with individuals of all economic, ethnic and cultural backgrounds.
- Maintain appropriate interpersonal relationships with staff, clients, and public.

EDUCATION and/or EXPERIENCE:

1. High school diploma or GED required.

PHYSICAL DEMANDS and WORK ENVIRONMENT: 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. May occasionally have to lift up to 25 pounds, noise level is considered quiet as associated with an office environment.

This is a security-sensitive position. Comprehensive background checks, including but not limited to a criminal conviction information check, a CANTS check, and a review of the Registered Sex Offender list, will be conducted.