

## **JOB DESCRIPTION**

**POSITION TITLE:** *Receptionist, part time*

**HOURS:** 24 hours per week (Tues, Wed, Friday 8 hours 8:30 a.m. to 5 p.m.) and fill in occasionally for other days on an as needed basis.

**FLSA CATEGORY:** Non-Exempt

**LOCATION:** Irvine

- **PURPOSE OF WORK:** To be the welcoming face and voice of the Council on Aging-Southern California by answering incoming calls and redirecting callers to the appropriate program or resource that best suits their needs in the most efficient and accurate manner. Position requires an individual who is eager to know all resources available to seniors in the Orange County, Riverside, San Bernardino, Inyo, and Mono counties.

**REPORTING TO:** Human Resources Manger

### **JOB RESPONSIBILITIES (including but not limited to):**

- Telephones: accept all incoming calls and direct as needed. This includes answering calls using our telecommunication system to accommodate remote work as necessary.
- For potential clients: describe programs to callers and refer clients to appropriate program or outside resource.
- Provide consumer information and assistance.
- Greet guests, have them sign in and prepare name tag for them.
- Record activities as needed for reporting requirements.
- Sort mail as needed for all departments.
- Stuff envelopes with vendor checks and receipts.
- Keep staff kitchen and storage clean, orderly, and stocked.
- Clean microwave and refrigerator weekly on Fridays.
- Ordering office supplies
- Other duties as assigned by supervisor.

### **QUALIFICATIONS:**

- Excellent telephone skills and manner that is professional with good listening skills and has a customer service approach.
- Education and/or experience in Nursing, Human Services, Social Science, or a related field.
- Computer literacy with competency in Microsoft Office (Excel, Word & Outlook).
- High degree of compassion and patience along with ability to listen carefully to each caller and identify specific concerns and direct them to the best resource.
- Ability to maintain confidentiality.
- Knowledge of appropriate community resources and participant eligibility requirements is helpful but not required. Must be able and eager to learn quickly.
- Willingness to research and learn about existing and new community resources serving Orange County senior citizens.
- Ability and willingness to learn new programs and resources as needed.

- Ability to work both independently and as a team player.
- Ability to work effectively with people in a variety of situations.
- Ability to work under pressure, prioritize and manage multiple tasks simultaneously and always maintain attention to details.
- Individual should have a high level of professionalism related to confidentiality, reliability, dependability, and integrity.
- Individual must have consistent and reliable attendance and customer service attitude (both internal and external) to be successful in this position.
- Strong interpersonal skills, excellent oral and written communication skills.
- Valid California driver's license, proof of current vehicle insurance, reliable transportation and/or the ability to transport oneself to needed appointments within the community.
- Proof of eligibility to work in the United States.
- Submit to and successfully complete a LiveScan fingerprinting background check.

## **WORKING CONDITIONS**

The physical demands described here are representative of those that must be met by the employee to successfully perform the functions of the job. Reasonable accommodations will be made to enable an individual with disabilities to perform this job.

While performing the duties of this job the employee will be required to sit for periods of time. Standing, walking, and bending are required movements. The employee will occasionally need to lift approximately 20 lbs. and move furniture such as chairs and folding tables.