

**DISTRICT IV HUMAN RESOURCE DEVELOPMENT COUNCIL
JOB DESCRIPTION**

TITLE: Receptionist	SUPERVISOR: Administrative Officer, Administrative Manager
PROBATIONARY PERIOD: 1 year	SUPERVISES: Volunteers as required
EMPLOYMENT HOURS: 40/Week	WEEKS PER YEAR: up to 52 Weeks as described on Personnel Action Notice
GRADE: 10	WAGE: \$12.76
POSITION SUMMARY: Receptionist, general assistance in all areas of administration including computer operation, reports, record keeping, mail, and multi-line telephone system.	

MAJOR RESPONSIBILITIES:

1. Answer all incoming calls route, or take messages. Direct customers to appropriate programs or staff and provide appropriate application forms. Must speak clearly.
2. Perform all duties related to mail including sorting incoming mail, posting outgoing mail, postage meter maintenance, and preparing bulk mailings. Must operate a motor vehicle to make daily mail runs to the post office or main HRDC site.
3. Maintain forms and brochures; ensure that an adequate supply is available. Review and update forms and brochures as needed.
4. Keep supply room, copy room, waiting area and reception area neat.
5. Make travel arrangements, including hotel/motel reservations, for agency staff

ADDITIONAL RESPONSIBILITIES HRDC SITE:

1. Maintain cash receipts log, petty cash fund, staff payments, and make transfers to the payroll clerk to ensure timely deposit of all agency funds.
2. Schedule meeting rooms.
3. Assist programs with reports and other written and verbal communications.
4. Update Staff Finder with all personnel changes and update employees' daily status as needed.
5. Work with Administrative Officer on quarterly newsletter.
6. Must have a thorough knowledge of all HRDC programs and services in the community for referral purposes.

ADDITIONAL RESPONSIBILITIES LINCOLN SITE:

1. Delivering supplies and mail from HRDC site to Lincoln Site, and vice versa.
2. Prepare monthly in-kind calendars and distribute to teachers.
3. Maintain inventory, keeping it updated and checking it weekly. Reorder when necessary.
4. Work positively with preschool children.
5. Maintain Policy Council member list
6. Assemble and distribute NMCDC Policy Council packets, reports, and mailings for regular and committee meetings. Arrange for childcare, meals, make reminder calls, and set up meeting rooms. Post monthly reports at all NMCDC sites in a visible location.
7. Maintain all sites Fire Extinguishers and AED's.
8. Maintain and set up contracted services appointments, i.e. laundry services, carpet cleanings, plumbing, etc.
9. Create and send out weekly staff newsletter
10. Create and hand out to teachers an NMCDC monthly newsletter
11. Able and willing to work with children and adults in a flexible schedule that may include some evenings or weekend hours.

12. Assist in classrooms as needed.
13. Receive all visitors to the children's center and direct visitors to the appropriate staff.
14. Relay messages related to the bus and child attendance to the appropriate staff.

ADDITIONAL RESPONSIBILITIES HRDC - NMCDC DESK:

1. Deliver supplies and mail from HRDC site to Lincoln Site and vice versa
2. Maintain Office Supplies/Consumables inventory, keeping it updated and checking it weekly. Reorder when necessary.
3. Work positively with preschool children.
4. Maintain and set up contracted services appointments, i.e. laundry services, carpet cleanings, plumbing, etc for NMCDC site and other sites as necessary.
5. Able and willing to work with children and adults in a flexible schedule that may include some evenings or weekend hours.
6. Assist in classrooms and Wrap Around Care as needed
7. Update information into program databases, including CDS, AIM and ChildPlus.
8. Maintain and update NMCDC program calendar.
9. Assist Administrative Manager with staffing requirements for Child Care Licensing, STARS to Quality, and staff background checks.
10. Receive all visitors to the children's center and direct visitors to the appropriate staff.
11. Relay messages related to the bus and child attendance to the appropriate staff.
12. Assist Administrative Manager in maintaining personnel files and records within ChildPlus software.

MINIMUM QUALIFICATIONS:

1. High school diploma or equivalent (GED/HSE).
2. Two years' experience in a related office or customer service environment.
3. Must possess a valid Montana driver's license and vehicle liability insurance, must have a good driving record, and meet insurability requirements for agency automobile insurance policy. Willingness to use own vehicle as needed in the performance of job duties.

SKILLS, ABILITIES AND OTHER REQUIREMENTS:

1. Proficient in typing. Must have computer skills, including Microsoft Word, Excel and e-mail. Willing to learn job related computer programs.
2. Requires high attention to detail at all times.
3. Record keeping and multi-line phone system.
4. Ability to communicate effectively and relate well with diverse cultural and socio-economic groups of people; including intermittent interaction with angry public.
5. Ability to work independently and with minimal supervision.
6. Must be able to maintain confidentiality concerning staff and clients.
7. Satisfactory criminal background check and Child Protective Services background check.
8. Work well under pressure, meet multiple and sometimes competing deadlines. At all times demonstrate cooperative behavior with colleagues and supervisors.
9. Qualify to work in a child care center by DPHHS-QAD Child Care Licensing upon submission of all required documentation:
 - a. Possess current Infant, Child, and Adult CPR and First Aid certificates or obtain certification at the first available opportunity.
 - b. Satisfactory criminal background check and Child Protective Services background check.
 - c. Must obtain a physical exam that clears applicant of all communicable diseases as soon as possible.

- d. Documentation of immunizations (MMR, TDap, and Annual Flu Shot)

WORKING/ENVIRONMENTAL CONDITIONS:

Work is primarily in an office environment. Requires moderate physical effort, moving between 5 and 25 pounds, on an occasional basis (15% to 45% of the time). Incumbent must walk, stand, bend, kneel on an intermittent basis; Sit, use hands and arms, and speak on a frequent basis.

EMPLOYEE SIGNATURE: _____

DATE: _____