



January 5, 2021

JOB ANNOUNCEMENT

**FULL-TIME
INFORMATION & REFERRAL SPECIALIST (RECEPTIONIST)**

Okanogan County Community Action Council, an innovative, team-oriented, and progressive rural community-building organization, is seeking a 32 – 40 hours per week full-time bilingual Information & Referral Specialist (Receptionist). We are seeking a highly organized person with prior reception or clerical experience. The successful candidate will have strong communication skills and the ability to problem solve. This position involves working with a diverse population in a complex multi-departmental organization.

QUALIFICATIONS: The ability to read, write, and speak Spanish and English fluently; prior reception or clerical experience; computer experience; highly organized; ability to produce accurate reports; excellent communication skills; excellent people skills; demonstrated understanding of low-income or crisis cultures; ability to work on a team; as well as a valid Washington State driver's license and acceptable driving record.

SALARY RANGE: \$13.74 – \$19.38 per hour, Dependent upon Experience

CLOSING DATE: 3:00 pm, on Tuesday, January 26, 2021; or until filled.

HOW TO APPLY: visit www.occac.com to view the job opening. Click the "About Us" tab at the top of the page. Then select the Employment link.

APPLY BY OCCAC APPLICATION, COVER LETTER AND RESUME TO:

Okanogan County Community Action Council
ATTN: Connie
P.O. Box 1067
Okanogan, WA 98840
connien@occac.com

(509) 422-4041
1-877-641-0101
FAX (509) 826-7339

EEOC/AA Employer

JOB DESCRIPTION

INFORMATION & REFERRAL SPECIALIST

NON-EXEMPT

The OCCAC Information & Referral Specialist will be a member of the Client Services Team. This will be the primary position responsible for answering phones, greeting walk-ins and forwarding individuals to the appropriate staff. The Information & Referral Specialist is responsible for providing information to callers and walk-ins about agency programs and activities. The Information & Referral Specialist will refer clients to other social service organizations as appropriate. The Information & Referral Specialist is responsible for the collection, storage, and retrieval of relevant data. The Information & Referral Specialist will provide intake/initial service backup to the Agency's Intake Service Worker.

The receptionist is supervised by and accountable to the Support Services Leader.

DUTIES & RESPONSIBILITIES

- Maintain and update a resource directory of the services and activities of other social service organizations.
- Update brochures as needed and keep slots filled.
- Maintain brochures and resources in courtyard area as directed.
- Organize resources including internal information and brochures for the public.
- Maintain overall tidiness of reception areas.
- Oversee and monitor the work of the reception volunteers.
- Provide computer data entry as instructed (Kemps, CM Tools, etc.).
- Process incoming and outgoing mail to include receipting revenues and documenting important documents on the computer log.
- Maintain an overall understanding of program and operational functions of the agency.
- Answer incoming inquiries, both phone and walk-in and provide information to individuals as needed in an informed and respectful manner.
- Screen and direct incoming calls and walk-ins to the appropriate staff and take/forward messages when staff members are away from his/her desk.
- Record information on individuals (i.e., number served, common inquiries, program requests, frequency of incoming calls on specific topics, etc.) for data to be used in improving services.
- Maintain communication with and solicit input from program and administrative staff on ways to improve reception for service and program support. Work with supervisor to implement suggestions where feasible.
- Keep the agency's Information/Facilities Coordinator apprised of needed repairs to office equipment.
- Maintain the equipment in the work area (i.e., make sure the fax machine has paper, restock paper to the work area when it is getting low, reload paper in the copy machine daily, request postage when the postage meter gets down to \$200).
- Provide clerical support for other departments in the agency.
- Schedule and coordinate appointments for agency programs as directed.
- Provide verbal and written Spanish translation as requested.
- Provide Intake back-up for the Intake Worker when directed to do so.
- Provide Energy Interview assistance when directed to do so.
- Perform other basic clerical and related tasks as assigned by supervisor.

QUALIFICATIONS

- High School Diploma or GED
- Formal clerical training or clerical work experience
- Ability to train and direct the work of others
- Ability to work on a Team
- Strong communication and interpersonal skills
- Computer skills, familiarity with Microsoft WINDOWS, and data entry experience
- Experience using basic office equipment
- Familiarity with a multiple phone line system.
- Bilingual (English/Spanish) required
- Willingness & ability to travel on agency business
- Valid Washington Auto Insurance coverage
- Valid Washington State driver's license with acceptable driving record
- Valid CPR & First Aid certifications

PHYSICAL DEMANDS ON THE JOB

While performing the duties of this job, the employee is constantly required to sit, talk, see, and hear. The employee is constantly required to stand, walk, or use hands to finger, handle, or feel objects, standard keyboards and office equipment or controls and reach with hands and arms. The employee will occasionally need to lift and/or move objects up to 20 pounds and seldom lift and/or move objects up to 20 pounds above their head. Noises in the work environment are usually moderate.