



February 28, 2023

POSITION ANNOUNCEMENT

Title: Front Desk Clerk/Receptionist

Job Location: 424 S. 2nd. Ave.
Okanogan, WA 98840

Description: Okanogan County Community Action Council is seeking a motivated individual to fill our Front Desk Clerk/Receptionist position. The Front Desk Clerk/Receptionist will work closely with other members of the Support Services team to help provide services to individuals and families experiencing crisis or barriers to self-reliance.

This will be the primary position responsible for answering phones, greeting walk-ins, and forwarding individuals to the appropriate staff. The Front Office Clerk/Receptionist is responsible for providing information to callers and walk-ins about agency programs and activities. The Front Office Clerk/Receptionist will refer clients to other social service organizations as appropriate. The Front Office Clerk/Receptionist will provide intake/initial service within Coordinated Entry.

This position requires the employee to have strong communication and interpersonal skills, and an understanding of the low-income culture in our county. Bilingual (English/Spanish) is preferred.

OCCAC is a local non-profit agency comprised of a volunteer board and paid staff members who help clients throughout Okanogan County with various social service needs. Okanogan County Community Action Council's mission is to lead a revolt on poverty through education, empowerment, and engagement.

Wages and Benefits: **Salary range is \$16.00 – \$21.00.** This position's starting wage is \$17.00 per hour as a non-exempt employee. Wage is based on skills and experience. Employees are eligible for the agency benefits package which includes medical, dental, life insurance, a simple IRA plan, Health Savings Account, 11 paid holidays per year, and vacation/sick leave.

How to Apply: Visit our website at www.occac.com to view the job opening. Click the "About Us" tab at the top of the page. Then select the "Employment" link. **Interested applicants must submit a cover letter & resume to:** Okanogan County Community Action Council, Attn: HR, P.O. Box 1067, Okanogan, WA 98840, hr@occac.com

Application Deadline: This position is open until filled.

Okanogan County Community Action Council is an equal opportunity employer.

JOB DESCRIPTION

FRONT OFFICE CLERK/RECEPTIONIST

NON-EXEMPT

The OCCAC Front Office Clerk/Receptionist will be a member of the Support Services Team. This will be the primary position responsible for answering phones, greeting walk-ins, and forwarding individuals to the appropriate staff. The Front Office Clerk/Receptionist is responsible for providing information to callers and walk-ins about agency programs and activities. The Front Office Clerk/Receptionist will refer clients to other social service organizations as appropriate. The Front Office Clerk/Receptionist will provide intake/initial service within Coordinated Entry.

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.
- Maintain brochures and resources in reception area as directed.
- Organize resources including internal information and brochures for the public.
- Maintain overall tidiness of reception area, reception-waiting areas, children's play area and coat area.
- Oversee and monitor the work of the reception volunteers.
- Provide computer data entry as instructed.
- Maintain an overall understanding of the 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.
- 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.
- 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 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 Office 365, and data entry experience

- Experience using basic office equipment
- Familiarity with multiple phone line system.
- Bilingual (English/Spanish) preferred
- 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.