

NAME:**FLSA STATUS:** Non-Exempt**JOB TITLE:** Community Services Program Assistant/Receptionist**PAGE:** 1**DEPARTMENT:** Community Services

OVERALL PURPOSE Serve as the first point of contact who greets, welcomes, and provides valuable information to all of agency guests at the main office and provide specialized support to the community services programs in the delivery of services.

ESSENTIAL FUNCTIONS**1. Serve as the agency receptionist to include answering the telephone, assisting clients, distributing messages, etc.****PERFORMANCE MEASURES:**

- Answer phone promptly and screen calls to ensure proper direction
- Maintain knowledge of all departments, programs, and staff as well as other agencies to provide appropriate information and referrals upon request
- Provide positive customer service by answering questions or contacting necessary person to secure answer and follow up as necessary to ensure the needs of the person making the request are met
- Maintains cleanliness of reception and main kitchen area
- Coordinate phone coverage during absences

2. Administers finger printing services and serves as point of contact with the contracted company.**PERFORMANCE MEASURES:**

- Serves as primary fingerprint technician and complete fingerprint screenings
- Assist applicants with registration process when needed
- Coordinate fingerprint service coverage during absences

3. Support the Community Services Programs**PERFORMANCE MEASURES:**

- Manage agency clothing and miscellaneous item donations
- Transport, inventory, and distribute agency food donations
- Run preliminary reports for approval
- Assist with Local Housing Options Team ROOF activities
- Assists with scheduling of VITA appointments
- Provide clerical support

4. Assist with the coordination of Local Housing Options Team ROOF activities.**PERFORMANCE MEASURES:**

- Make phone calls on behalf of team as needed
- Letters, meeting notices, and newsletters
- Pick up donations
- Attend meetings

5. Serves as point of contact for Food Pantry's located throughout Somerset County.**PERFORMANCE MEASURES:**

- Monitors spending of program funds and pounds of food served
- Coordinates delivery of commodities
- Prepares reports, plans and agreements required by the Department of Agriculture
- Conducts periodic meetings with pantry managers

6. Prepare, sort, and distribute all agency mail.**PERFORMANCE MEASURES:**

- Maintain postage meter, meter mail, and ship packages. Complete forms for special mailing as needed, i.e., overnight, UPS, FedEx, etc.
- Apply accurate amount of postage to all outgoing mail by 10:00 AM daily
- Assists to sort and distribute delivered mail promptly and appropriately

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7. Attend required meetings and trainings.

PERFORMANCE MEASURES:

- Attend meetings as requested.
- Attend trainings for continued professional development.
- Be prepared and participate

OTHER DUTIES

1. Secure office at the end of each day and ensure all lights/machines are turned off.
2. Perform other related duties as required.
3. Perform general housekeeping duties of front desk, copy room and kitchen

SUPERVISION RECEIVED

Supervision is received from the Community Services Program Director.

QUALIFICATIONS

EDUCATION

- High School Diploma required
- Associate Degree preferred

EXPERIENCE AND/OR TRAINING

- Experience in an office environment preferred

ADDITIONAL JOB REQUIREMENTS

- Identify problems, inform others, and provide information
- Communicate effectively with co-workers or customers
- Operate Technology, e.g. smart devices, data base systems, software programs, internet, e-mail
- Adapt to a Constantly Changing Work Environment
- Independent Judgment and Discretion
- Utilize Creativity and organizational skills
- Work Closely with Others

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have read the above position description and fully understand the requirements set forth therein. I can perform the essential functions of the position with or without accommodation. I will perform all duties and responsibilities to the best of my ability.

Signature of Employee

Date

Signature of HR Representative

Date