

## **JOB DESCRIPTION**

**POSITION:** HEAP RECEPTIONIST  
**AGENCY:** TRUMBULL COMMUNITY ACTION PROGRAM  
**RESPONSIBLE TO:** VICE PRESIDENT-ADMINISTRATIVE SERVICES  
**EMPLOYEE TYPE:** HOURLY

### **GENERAL DUTIES:**

The HEAP Receptionist is a member of the Agency's Clerical Pool and performs various clerical and program operations support activities, including appointment scheduling, reception, inventory, client records, typing filing and other activities within the HEAP/Client Services Department. The HEAP Receptionist may also work directly with clients and program staff in providing a variety of program support services.

### **PRIMARY RESPONSIBILITIES**

- Provide all necessary clerical and administrative functions to the HEAP/Client Services staff, such as the completion of written communications, copying, answering telephones, maintaining filing systems and other related duties as assigned;
- Assist in the provision of all client intake processes and may work directly with clients in the provision of services;
- Provide applicable clerical assistance to program staff, including telephone activities, appointment scheduling, typing, filing and other related clerical activities as needed.

### **SECONDARY RESPONSIBILITIES**

- Provide for all intake processes within assigned programs in the absence of applicable intake or outreach staff;
- Assist in all data entry activities, including the maintenance of all client records and client information;
- May assist other Agency programs and departments via the Clerical Pool as needed.
- Any other duties as may be assigned from time to time.

## QUALIFICATIONS

- Should be a high school graduate or equivalent, or be willing to work towards attainment of such;
- Must be capable of answering telephones in a courteous manner and communicate effectively with a wide variety of people;
- Should have at least six (6) months training or experience in a clerical or secretarial area and be able to operate office machines in a competent manner;
- Should be able to type at least forty (40) words per minute;
- Must possess excellent verbal and written communication skills, and possess basic mathematics skills and also be able to work with a wide variety of people;
- Must be sensitive to the needs and problems of the low-income, elderly and handicapped residents of Trumbull County;
- Must be able to work independent of close supervision, possess sound decision-making abilities and complete assignments in a timely manner;
- Must be able to pass background check and submit to random drug testing;
- Must be willing and able to travel, continue education, and attend various workshops and seminars on an as needed basis, may need to be able to work flexible hours from time to time.