

# **Crawford County Commission on Aging Job Description**

## **Title**

Receptionist

## **General Description**

Directs and coordinates customer service activities for Commission on Aging and Senior Center which includes answering phones, greeting customers and monitoring attendance at activities and meal sign in. Provides general clerical support to all staff.

## **Essential Duties**

Serves as the main staff member to answer incoming phone lines and route calls to appropriate staff members.

Greets customers entering agency. Reviews customer's requests for information and/or assistance and directs them to the appropriate staff member.

Serve as the main staff member accountable for the receipt of program income, contributions and other monies as needed along with the Office Manager.

Responsible for the daily Congregate Meal program registration, sign in and receipt of monies. Enroll new participants. Ensures accurate sign in of meals.

Contacts customers that have missed meals and/or activities to ensure their well-being. Signs up customers for events, classes, activities and makes appointments for programs. Makes reminder phone calls for upcoming classes, programs and activities.

Provides data entry for daily Congregate and Home Delivered meals and Activities including participants, counts, in-kind hours and Congregate NAPIS registration.

Provides editing/proofing of documents.

Assists Office Manager with secondary checks on payroll, deposits and accounts payable.

Accepts donations based on the Donation Guidelines set by the Director. Creates and sends thank you letters to those making donations.

Prepares mailings. Prepares monthly distribution of the Senior Gazette. Provides clerical assistance to staff when needed.

Maintains current events advertised on Senior Center marquee signs both inside and outside building.

Solicits feedback from participants coming to/from programs and activities to ensure satisfaction and to obtain information for improving repeat events.

Assists Office Manager with directing and training office volunteers. Provides daily volunteer recognition as work is being done by volunteers. Provides volunteer scheduling services for Managers.

Manages lobby resource information for COA staff including brochures and other information on programs available to older adults in Crawford County.

Maintains participant confidentiality only sharing information with appropriate COA staff on an as needed basis.

Keeps the Director informed of participant and volunteer concerns as they arise.

Observes safety and security procedures for the protection of employees, participants and volunteers.

### **Other Job Duties**

Participate in meetings and training as required.

Provides reception coverage in the absence of other Receptionist.

Other duties as assigned by the Director.

### **Supervisory Duties**

None.

### **Supervision Received**

Supervision given by the Office Manager.

### **Minimum Qualifications**

#### **Experience and Training**

A minimum of a high school graduate or equivalent is required. Two years' experience and/or education in working with older adults in a social service setting is preferred, but not required. Strong computer skills required.

#### **Knowledge, Skills and Abilities**

Ability to handle a multi-line phone system.

Ability to multitask while maintaining connections with customers.

Ability to operate various computer programs including Microsoft Office e-mail, word processing, publisher and Excel spreadsheets.

Ability to lift up to 25 pounds.

Knowledge of confidentiality rules regarding the protection of older adult's personal information.

Ability to maintain good personal hygiene.

Strong interpersonal communication skills, including listening and positive feedback.

Ability to understand and follow verbal and written instructions.

Ability to communicate effectively and appropriately both verbally and in writing.

Ability to work independently, organizing and structuring own work.

Ability to exercise initiative.

Strong innovation skills which include resourcefulness and creativity.

Ability to perform duties thoroughly and accurately. Looks for ways to improve quality and efficiency. Willingness to accept constructive criticism to improve performance.

Strong organizational and time management skills.

Commitment to a high standard of ethical behavior. Treats others with respect. Upholds organizational values of customer service, professionalism and positive attitude.

Problem solving ability; ability to use good judgment, courtesy and tact in interactions with others and in handling problems.

Ability to represent the agency in a professional, positive manner.

Ability to maintain effective and harmonious relations with other employees, volunteers and older adults.

Maintains appropriate boundaries with clients, participants and volunteers.

Ability to interact and work in a team effort in service delivery.

Familiarity with the problems and issues confronting older adults and the disabled in the local community.

Ability to speak, write, read and understand English with proficiency.

### **Special Qualifications**

Possession of a current Michigan Driver's license and access to an insured, reliable, personal vehicle for use.

Ability to pass a background review through the Michigan State Police ICHAT, Michigan Public Sex Offender Registry, the National Sex Offender Registry, Office of Inspector General Exclusions, Federal System for Award Management (SAM) and Michigan Licensing and Regulatory Affairs (LARA).

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees are required to follow any other job-related instructions and to perform any other job related duties requested by the Director or its designee.

Requirements are representative of minimum levels of knowledge, skills and abilities. To perform the job successfully, the employee will possess the abilities to perform each duty proficiently.

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