

# Trumbull Community Action Program

## Job Description

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**Title of Position:** Client Services Receptionist

**Responsible To:** Client Services Supervisor

**Employee Type:** Hourly

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### General Summary of Position:

The Client Services 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, and also work directly with clients and program staff in providing a variety of program support services.

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### Primary Duties and Responsibilities of the Position:

- 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.
- Provide applicable clerical assistance to program staff, including telephone activities, appointment scheduling, typing, filing, and other related clerical activities as needed.
- Assist in all data entry activities, including the maintenance of all client records and client information.
- Assist in the provision of all client intake processes and may work directly with clients in the provision of services.
- Provide for all intake processes within assigned programs in the absence of application intake or outreach staff.
- May assist other Agency programs and departments via Clerical Pool as needed.
- Any other duties may be assigned from time to time.

### Qualifications:

- Must be a high school graduate or equivalent.
- 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.
- Must be sensitive to the needs and problems of the low-income, elderly, and handicapped residents of Trumbull County.
- Must be able to pass pre-employment background check and pre-employment and 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.

### Salary and Benefits:

Salary range is contingent upon experience and available funding. Benefit packages including hospitalization and agency pension plan are also available after required waiting periods.