

**CATHOLIC CHARITIES OF CHEMUNG/SCHUYLER
POSITION DESCRIPTION**

POSITION TITLE:	Front Desk Receptionist	STATUS:	Non-Exempt
DEPARTMENT:	Administrative	W/C#	8810
EEO CODE:	5	GRADE LEVEL:	175

PRIMARY FUNCTIONS:

Responsible to maintain an inviting and hospitable reception area and to serve as a team player in providing administrative/clerical activities that support all departments of the Agency. Completes duties and tasks as assigned by the Supervisor.

SPECIFIC DUTIES:

1. A primary receptionist for the agency. Receives and routes calls to appropriate staff person. Checks general mailbox routinely and distributes calls to appropriate person/area. Disposes of messages.
2. Greets visitors and maintains building security—maintain visitor log, determine visitor need, and manage visitor/client flow.
3. Sorts, date stamps, and distributes incoming mail to departments and prepares outgoing mail daily.
4. Processes payable bills, accordions to current procedure for appropriate signature or web invoicing.
5. Maintains inventory of supplies, completes and submits PO to replace. Keeps all departments supplies with work orders, fax cover sheets, etc.
6. Processes requests for room and vehicle reservations.
7. Maintains all office equipment including postage machine, copiers, fax machines, printers, etc. Runs end of month reports on each.
8. Completes necessary typing and simple correspondence as assigned with neatness, accuracy and attention to detail.
9. Distributes credit cards and gas cards to employees, collects related receipts and maintains records following established protocol.
10. Distributes client funds and collects client signature in receipt of funds following established protocol.
11. Register client fund checks in checkbooks for Gateways clients, as needed.
12. Register funds received on behalf of clients in rent receipt folder on supported living drive, as needed.
13. Acts as liaison between donors (furniture, etc.) and property manager for arranging pick-up, as needed.
14. Understands and implements protocol for emergency response.
15. Learns all Catholic Charities departments and functions to better screen and serve staff/clients.
16. Responds to information requests in a timely and efficient manner.
17. Participates in staff meetings and in-service trainings when required.
18. Other duties as assigned.

TITLE OF DIRECT SUPERVISOR: Business Manager/Executive Assistant

QUALIFICATIONS:

High School Diploma/GED and two years of secretarial experience.

A combination of education and experience may be substituted at the discretion of the Executive Director.

ADDITIONAL REQUIREMENTS:

- Possess excellent verbal and written communication skills.
- Ability to multi-task and prioritize duties.
- Willingness to foster agency, department and program wide cooperation and team work through use of positive/constructive communication techniques.
- Ability to maintain absolute confidentiality in regards to all records reviewed including consumer records, employee records and billing records.
- Proficiency and experience with PC's and Microsoft applications.
- Ability to analyze and interpret data and to handle problem resolution.
- Possession of a valid NYS Driver's license and a driver's record considered acceptable by agency and insurance carrier.
- Continuous use of a reliable, registered and insured vehicle.

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- Demonstrate commitment to Agency Mission Statement.
- Working knowledge of community resources and funding systems external to the agency.
- Ability to understand the concept of “mandated reporter” and is diligent in reporting situations to the proper authorities when children may be a risk for abuse and/or neglect.
- Correctly follow procedures for mandated reporting and responding.
- Background checks may be required per program regulations.
- Compliance: Adheres to all applicable federal and state laws and regulations including, but not limited to, those governing confidentiality, privacy, program, billing and documentation standards. All duties must be performed in accordance with CCDR’s corporate compliance and ethics program.

Ability to meet the following physical requirements with or without reasonable accommodation:

- Use hands to manipulate, handle, feel, and control items or equipment, including motor vehicle;
- Stand, sit, walk, bend, stoop, kneel, and reach;
- Climb up or down stairs;
- Able to reach above or below shoulders;
- Occasionally lift or move objects weighing up to 10 lbs;
- Sitting at a desk or in a vehicle for long periods of time to perform certain job functions;
- Be able to read write and interpret written documents;

EMPLOYER’S DISCLAIMER:

- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job related instructions and to perform any other job-related duties requested by their supervisor.
- This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

EMPLOYEE CONFIRMATION:

I have received and read a copy of this job description.

Signature

Date

Printed Name