

**Yamhill Community Action Partnership
Job Description**

POSITION TITLE: Receptionist & Office Assistant
RESPONSIBLE TO: Human Resource & Office Director

RESPONSIBLE FOR:

The Receptionist and Office Assistant position is a full-time, non-exempt position that provides general office assistance and reception services to staff and clients. This position is responsible for ensuring clients' needs are referred to the proper staff, that questions are answered, and that a client's experience at YCAP is positive. The position serves as an assistant to each of the primary programs at YCAP, helping with tasks that can be completed at the front desk.

DUTIES:

1. Create a positive team atmosphere providing quality service to clients, staff and volunteers through active listening, positive problem solving, and timely responses.
2. Ensure that clients, service people, volunteers, and the general public have a positive experience and are greeted, assisted, get questions answered or are connected to the proper staff person or agency.
3. Provide general information to clients about programs and services available through YCAP and other agencies.
4. Operate a multi-line phone system, answer and/or transferring calls, answers questions, makes appointments or referrals to staff or other agencies as needed.
5. Assist providing client documents for case managers and intake specialists.
6. Assist program and administrative staff with projects such as collating booklets, developing forms, data entry, and developing support materials as requested.
7. Provide general clerical support including such things as processing outgoing mail, ensuring the postage meter is maintained, entering data and brochures.
8. Order, inventory, and organize office and general agency office supplies.
9. Oversee office equipment service needs including such things as documenting telephone, copier and other equipment issues and calling repair service.
10. Maintain reception area, community bulletin board, children's play area and intake rooms.
11. Other duties as assigned.

KNOWLEDGE, SKILLS, & ABILITIES

High School diploma and/or equivalent experience
Knowledge of computers, software programs and office equipment
Skill in verbal and written communications, problem solving, and team work
Skills in internet research and technical assistance
Ability to work independently on multiple projects in a timely fashion
Ability to maintain confidentiality
Ability to work with diverse people, organizations and situations
Bi-Lingual Spanish