Receptionist-Intake and Referral
Access Alaska, Inc.

We strongly encourage persons who experience a disability to apply!

We are looking to fill a Full-Time Receptionist-Intake and Referral position. An ideal candidate will be professional, have great communication skills, demonstrate the ability to effectively manage incoming telephone calls, initial intake, and referral screening, and ensure all staff and by appointment only visitors follow Access Alaska Inc’s COVID-19 mitigation plan.

Essential Function:
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

- Experience on multi-line phone system.
- Experience with creating files and file maintenance.
- Maintaining and procurement of office and kitchen supplies.
- Keep office kitchenette clean, office vacuumed, and plants watered as needed.
- Experience with Microsoft office Outlook, Word, and Excel.
- Experience operating printers, scanners, copier.
- Keep copy machine stocked with paper and printer cartridges as needed.
- Experience operating a mail/postage machine.
- Ability to operate Video Conferencing equipment, Microsoft office Teams, Zoom, and Go to meeting.
- Knowledge of State and Federal regulations regarding HIPAA and Confidentiality.
- Maintain Independent Living and Consumer Directed Personal Care Service Information
- Brochures and other helpful materials.
- Assist the Independent Living Program (IL) by completing the Initial Intake and Referral screening,
- Assist the Consumer Directed Personal Care Services Program (CDPCS) clerical duties, filing and Direct Services Providers (DSP’s) assistance, and timesheet collection.
- Ability to type 35 plus words per minutes.
- Welcome Staff, Consumers, and Visitors
- Other tasks as assigned.

Position Requirements:

- Highschool or general education development (GED) diploma.
- 2 years general office experience

Must be a self-starter and able to work independently but also collaboratively as a member of a team. Must have the ability to organize, prioritize and meet deadlines, while effectively managing multiple projects simultaneously. Must comply with multiple policies and procedures related to personnel, privacy, and confidential data, information, and issues. Must be able to handle diverse and confidential information with discretion and good judgment.

Preferred

- Additional clerical or receptionist training
- Previous receptionist experience

**Core Expectation:**

**Pay Rate:** $15.63 to $17.58 DOE

**Benefits** Paid Time Off, 10 paid holidays, 3 days paid Bereavement, ICHRA Medical Plan, Vision, Dental, Life and AD&D insurance, 403-b with OneAmerica, Supplemental insurances available with Colonial.

**To Apply:** Please submit a resume, and cover letter to HR@accessalaska.org

**Position is open until filled**

Access Alaska, Inc. is an equal opportunity employer. Access Alaska, Inc. makes every effort to ensure that in every phase of its recruitment and selection processes equal employment opportunity is provided to all individuals regardless of race, color, genetics, sex, gender identity or expression, sexual orientation, age, religion, marital status, change in marital status, pregnancy, parenthood, disability, national origin or citizenship, or veteran's status. Access Alaska, Inc. is an at-will employer.
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**Job Specifications**

**Summary/Objective:** Make a good first impression; be welcoming to Consumers, Staff, and Visitors. Efficiency in trafficking phone calls, information, documents, and people; getting each to the right place at the right time. Improve workplace productivity using downtime to support other departments with projects and calls. Be a moral builder using positive interactions with those you serve.

**Essential Functions:**

**Note:** Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Screens and directs all incoming calls and messages to the appropriate person or department; takes accurate messages as required.
- Assists by appointment consumers and visitors in a courteous and professional manner, determines purpose of visit and directs to appropriate person or department.
- Follows the agency's COVID Mitigation Plan including but not limited to - tracking all staff/community visitors making sure the building is following Municipal/state capacity guidelines; does the required disinfecting of the lobby/reception/computer lab/video room, etc.
- Completes the daily COVID contact tracing documentation for each staff and community visitor and filing the weekly/monthly required COVID contact tracing documents.
- Routes incoming mail and correspondence; prepares outgoing mail, using postage machine; prepares and arranges pick-up for express, special delivery, or courier services as needed.
- Responsible for maintaining the receptionist and lobby area keeping it in an orderly, professional, and businesslike manner.
- Responsible for preparing, organizing, and completing large mailings for a department/office.
- Responsible for keeping office equipment operational.
- Responsible for ordering and stocking all office supplies including but not limited to - letterhead envelopes/stationery, all office supplies, copier/printer toner/ink, etc.
- Responsible for completing the monthly facility safety checks. Reporting any issues/problems to the Operations Manager. If repairs are needed, work with the Operations Manager for scheduling and completion.

**Position Type:** Full Time Nonexempt

**Required Education:** High school or general education development (GED) diploma.

**Required:**

- Must be 18 years of age or older.
- Min 2 years of Customer Service with individuals who experience disabilities or the senior Alaskans.
- 2 years of Front Desk Receptionist experience.
- Working Knowledge of clerical and administrative paperwork processing.
- Data tracking to include use of Excel spreadsheets and data entry into database systems.
- Have a current, valid driver license, proof of insurance, and reliable transportation.
- Able to lift 25 lbs.

**Preferred Experience:**

Use of a postage machine.

Knowledge of CIL Suite, Therap, and DSM.

Working with a diverse population.

**Required Skills:**

- Excellent communication skills both verbal and written.
- Able to follow written and verbal instructions.
- Highly proficient with Microsoft Office Suite to include Excel, Word, and Outlook.
- Be a self-starter and able to work independently but also collaboratively as a member of a team.
- Must comply with all Policies and procedures related HIPAA and Confidentiality.
- Excellent Judgement
**Expectations:** Maintain Confidentiality - Integrity - Professionalism - Excellent Work Ethic - Support of AAI’s Mission Vision and Values

**Supervisory Responsibilities:** Non-Supervisory

**Work Environment:** Access Alaska Inc. Office, Home Office and Community Retail Business to pick up supplies.

**Physical Demands:** While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; and taste or smell. The employee must occasionally lift or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

**Equipment Used:** Standard Office Equipment, Computer, Printer/Fax/Scanner, Postal Machine.

**Work Hours:** Monday through Friday 8-5

**Travel** No Travel Required

**Working Authorization:** All positions at Access Alaska Inc. require a State of Alaska fingerprint background check prior to starting work; that results in receiving first a Provisional approval and finally a Five (5) year approval.

**Other Duties:** Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job duties, responsibilities and activities may change at any time with or without notice.

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Manager

Date

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Employee

Date

Revised: 1-24-2021 HR

The above specifications are the minimum functions, duties, responsibilities, and qualifications required of an individual filling this position. All employment is “at will” as detailed in Access Alaska’s Personnel Policy Manual.

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