



JOB DESCRIPTION

JOB TITLE: Receptionist

EMPLOYER: Coachella Valley Housing Coalition

DEPARTMENT: Single Family

REPORTS TO: Responsible to the Single Family Development Director

SUMMARY: Serves as initial contact for all callers and visitors to organization.

DUTIES AND RESPONSIBILITIES:

- Answers, screens, and directs calls on multi-line phone system in a courteous and professional manner; takes messages and/or forwards telephone calls to appropriate employee, voice mail, or pager.
- Clears messages each morning and delivers to appropriate employees.
- Meets and greets all visitors; determines their needs and directs them to the appropriate employee/locations.
- Responds to visitors, clients, and employees in a courteous and professional manner.
- Answers customer inquiries and provides appropriate technical and/or program - related information.
- Effectively communicates customer issues and concerns to all applicable internal staff members.
- Documents all contacts, actions, and responses in customer database.
- Organizes and maintains file system; files correspondence and other records.
- Maintains working knowledge of products and/or services.
- Opens and routes incoming mail.
- Prepares and forwards outgoing mail and packages.
- Composes and types routine correspondence as required.
- Performs general clerical duties including but not limited to filing, photocopying, faxing, and mailing as required.
- Organizes and maintains file system; files correspondence and other records.
- Orders and maintains supplies, arranges for equipment maintenance, and keeps reception area organized.
- Prepares and maintains meeting and conference room reservation and catering schedules; circulates schedule to appropriate staff.
- Demonstrates a high level of professionalism in dealing with confidential and sensitive issues.
- Prepares reports and correspondence as needed.
- Performs other related duties as assigned by management.
- Maintains Self-Help interest list/data base.

QUALIFICATIONS:

- Associates degree (A.A.), two to four years related experience, or equivalent combination of education and experience.
- Excellent verbal and written communication skills.

- Proficient on Microsoft Outlook, Word, Excel and other office software applications.
- Strong interpersonal skills.
- Ability to understand and follow written and verbal instructions
- Ability to deal effectively with a diversity of individuals at all organizational levels.
- Commitment to excellence and high standards.
- Strong organizational skills; able to manage priorities and workflow.
- Keystrokes a minimum of 45 wpm.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Must be able to speak, read, write, and understand the primary language(s) used in the workplace.
- Bilingual Spanish and English skills a must.
- Professional appearance and demeanor
- Ability to perform diversified clerical functions and basic accounting procedures.

COMPETENCIES:

- **Customer Service**--Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Oral Communication**--Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Planning/Organizing**--Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Professionalism**--Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality**--Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Dependability**--Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Occasionally/Frequently/Continually required to stand
- Occasionally/Frequently/Continually required to walk
- Occasionally/Frequently/Continually required to sit
- Occasionally/Frequently/Continually required to utilize hand and finger dexterity
- Occasionally/Frequently/Continually required to climb, balance, bend, stoop, kneel or crawl
- Occasionally/Frequently/Continually required to talk or hear
- Occasionally/Frequently/Continually utilize visual acuity to operate equipment, read technical information, and/or use a keyboard

- Occasionally/Frequently/Continually required to lift/push/carry items less than 25 pounds/ up to 25 pounds/ up to 50 pounds/ more than 50 pounds

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.