

# APM Community Umbrella Agency

## JOB DESCRIPTION

Job Title: CUA Receptionist

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Non-Exempt

Department: Children, Youth & Family Services

Status: Full Time

Source of Supervision: Executive Assistant

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### JOB SUMMARY:

Provide administrative support to the department, Director and/or Vice President of Human Services. Duties include general clerical, front desk management and project based work. Project a professional agency image through in-person and phone interaction. Front desk receptionists play a key role in a wide range of organizations as they often present the first impression of the organization to clients and customers. Manage incoming and outgoing client, community service provider, partners and other stakeholder visits to the office.

**DUTIES AND RESPONSIBILITIES:** Will represent the face of the agency, and will represent the voice of the agency when greeting clients, stakeholders and partners and answer phone calls. Duties will include but are not limited to:

- Answer, screen and direct calls to the appropriate staff members; and take and relay messages when necessary.
- Greet and assist all visitors with visitor badges and escort them to an office or meeting room and/or refer them to appropriate staff members, and take and relay messages, when necessary.
- Handle general questions about the organization or informational literature.
- Maintain a pleasant appearance of the reception area or lobby.
- Perform general administrative and clerical support, as needed.
- Develop, create and maintain excel, spreadsheets and Microsoft word documents.
- Access electronic calendars.
- Organize conference and meeting room bookings.
- Coordinate meetings and organize catering, as requested.
- Accept, sign for and distribute all courier packages.
- Monitor and maintain office equipment, including but not limited to requesting and monitoring repairs and supplies.
- Control inventory relevant to reception area.
- Support staff in assigned project based work.
- Follow guidelines of work code of ethics by maintaining the confidentiality of clients, staff and the organization.
- Occasionally assist with filing, bookkeeping and scheduling.
- Be receptive to open lines of communication with supervisor.
- Other duties as assigned.

### REQUIRED QUALIFICATIONS:

- High School Diploma or equivalent.
- Minimum of 2 years experience in administrative, clerical and office management work preferable in a social services/behavioral health environment.
- Ability to work under pressure.
- Knowledge of general administrative and clerical procedures.
- Computer literacy.
- Must have completed PA Child Abuse, Criminal and FBI Clearances.

- Must submit a recent physical form with update medical information, TB Test.
- Demonstrated strong communication and problem solving skills.
- Demonstrated ability to work independently and as a team.
- Maintain client and program confidentiality
- Strong customer service skills and phone etiquette.
- Typing skills with at least 45 wpm.
- Knowledge of customer service principles and practices.
- Familiarity with Microsoft Office software (Word, Access, Excel, PowerPoint) and internet.
- Knowledge of general office machines, switchboards, fax machine, electronic telephone system and information systems, social media such as Dropbox, doddle calendaring, survey monkey and other systems that help to manager day to day office activities.
- Ability and willingness to work cooperatively with others.
- Bilingual/bicultural (Spanish-English).

**PREFERRED QUALIFICATIONS:**

- Knowledge of social work values and/or child welfare services.
- Sensitivity to the needs of persons with disabilities.

**KEY COMPETENCIES:**

- Professional Personal Presentation.
- Customer Service Orientation.
- Information Management.
- Organization and Planning
- Attention to detail.
- Initiative.
- Reliability.
- Stress Tolerance.

THE DUTIES AND RESPONSIBILITIES HAVE BEEN EXPLAINED IN FULL DETAIL. I UNDERSTAND THEM AND THE RESPONSIBILITIES INHERIT WITH THIS POSITION AND WILL ABIDE BY ITS DICTATES. I FURTHER UNDERSTAND THAT ALL DOCUMENTS AND INFORMATION THAT I COME ACROSS ARE CONFIDENTIAL AND SHOULD ONLY BE DISCUSSED WITH THOSE WHO WORK IN CONJUNCTION WITH THE PROGRAM/DEPARTMENT.

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Receptionist Signature

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Date

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Supervisor/Personnel Signature

\_\_\_\_\_  
Date