

**COASTAL COMMUNITY ACTION PROGRAM**  
**117 E. Third Street, Aberdeen, WA 98520**

**JOB DESCRIPTION**

TITLE: Front Desk Receptionist,

**SUMMARY DESCRIPTION:**

This position is expected to greet the public and handle multiple duties at one time and complete them accurately and timely. This position is expected to have working knowledge of agency programs to provide accurate information to the public

**FUNCTIONAL RESPONSIBILITIES:**

- Operate a multi-line phone system and direct calls to appropriate staff.
- Provide information about the agency to the public.
- Provide referral services to the public.
- Provide High Quality Customer Service to the public and internal staff
- Receive, stamp and distribute incoming mail to the appropriate programs
- Process all outgoing mail by appropriate programs
- Assist with training of WorkFirst participants
- Process client intake forms to a client database system.
- Other appropriate duties as assigned
- Must be able to effectively communicate and comprehend (through oral and written forms of communication) with management, peers, clients and the public as required to carry out the assigned duties of the position.
- Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable
- Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel.
- Support the CEO.
- Perform as an agency representative in limited roll to the community and stakeholders; ensuring professional, courteous, and respectful customer service.

**QUALIFICATIONS:**

- High School Diploma or equivalent,
- Experience operating and maintaining office equipment including multi-line phone, photo copy machine, fax machine, stamp machine, etc.
- Experience using word processing programs, creating/managing data and documents.
- Experience with proof reading and correcting documents.
- Clear and effective communication skills.

- Experience with multi-tasking, prioritizing and completing multiple assignments.
- Experience communicating who, what, when and where of a situation effectively and respectfully with a diverse group.
- Adaptability with changing needs/flexibility.
- Ability to stay calm and work through emergency situations in a fast paced stressful environment.
- Experience dealing with a wide variety of people and public contact.

It is the policy of Coastal Community Action Program to assure that no individual be excluded from employment or employment opportunities on the grounds of race, color, age, sex, religion, national origin, marital status, or presence of sensory, mental or physical handicap, or Vietnam era and disabled veterans, or be denied the benefits of any of the agency's employment opportunities or delegate or contracted project agency.

CLOSING JUNE 19, 2018

SUBMIT YOUR APPLICATION, RESUME AND LETTER OF INTEREST TO  
[INFO@COASTALCAP.ORG](mailto:INFO@COASTALCAP.ORG)