

## JOB DESCRIPTION

<b>Position Title:</b> <b>Receptionist / Administrative Support</b> Pay Rate: \$12-\$14.00DOE	<b>Job Status:</b> Full Time, Monday – Friday 8:30 am to 5:00pm..
<b>Department:</b> Administrative	<b>Location:</b> Administration
<b>Reports To:</b> Data Specialist	<b>Number of People Supervised:</b> None

### POSITION PURPOSE

**Create a warm and supported work environment for clients and staff. Must be reliable and dependable, able to multi-task, work independently, be a good team member and have strong computer skills. Responsible for answering phones, greet and direct office visitors, assisting the company's managers and general office duties. Be open to new job duties as the position grows**

### ESSENTIAL DUTIES AND RESPONSIBILITIES

The following list of duties or tasks is not intended to be complete but to represent some of the tasks required under each of the major responsibilities.

- Answer office telephone; respond to direct requests for information and/or forward messages to appropriate staff, filing and opening mail
- Perform general office duties, word processing, Excel, Outlook, inputting data, working with HMIS
- Keeps track of youth in housing and life skills academy participants
- Respond to requests for administrative support as needed by agency supervisors and managers
- Assist with completion of necessary reports as requested working with varies Data bases
- Ability to work well in a team environment
- Maintain a professional appearance, attitude and ethics in the workplace
- Thinks outside the box to address challenges as they arise
- Help with In-kind donations / arranging for pickup and deliver of donations / mailing/ etc...
- Ordering Office supplies and other supplies
- Scheduling conference rooms and Interviews
- Help package and delivery grants
- Other misc duties as needed

### EDUCATION & RELATED WORK EXPERIENCE

**Education Level/ Years of Related Work Experience:  
(minimum & preferred educational requirements necessary to perform this job successfully)**

- Must be one to two years office administrative support experience
- Must have some college, AA or BA
- Must have excellent organizational skills and the ability to excel at details, multi-tasking and working under pressure.

### SKILLS AND KNOWLEDGE

	Required	Preferred
Excellent organizational skills and the ability to excel at details	X	
Excellent oral communication skills reflecting solid customer service both in-person and via the telephone	X	
Ability to relate well in cross-cultural environments	X	
Ability to use time effectively	X	
Ability to focus on details	X	
Ability to adapt to shifting priorities	X	
Friendly and outgoing attitude	X	
Proficiency in technical areas such as Microsoft Office; including Word, Outlook, and Excel.	X	
Bilingual, English and Spanish		X
Ability and willingness to travel locally and regionally to meet agency needs	X	

### CONDITIONS OF EMPLOYMENT

(Describe any specific conditions for employment relative to this position)

Must be able to pass comprehensive criminal, sexual offender, MVD background checks.  
Must have car, valid driver's license, and maintain state required automobile insurance minimums.

### WORK ENVIRONMENT AMERICANS WITH DISABILITIES ACT

**Equipment Used:**  
PC and standard office equipment

#### ***Equal Employment Opportunity***

New Day Youth and Family Services provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

#### ***Job Responsibilities***

The previous statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. New Day Youth and Family Services may change the specific job duties with or without prior notice based on the needs of the organization.

### ACKNOWLEDGEMENTS

<b>Creation Date:</b>	<b>Revision Date:</b>
<b>Supervisor: I have approved this job description and reviewed with my employee.</b>	
Signature: _____	Date: _____
<b>Employee: I have reviewed this job description with my supervisor and acknowledge receipt.</b>	
Signature: _____	Date: _____

**Executive Director/Department Director**

Signature:

Date: