

CATHOLIC CHARITIES OF SOUTHEAST TEXAS
Job Description

Position: **Market to HOPE Receptionist**

Salary Range: N-3

Job Classification: Hourly-Non-Exempt / Full Time

General Description: Supports volunteer training, scheduling, and tracking/reporting of service hours. Also performs a range of basic office support activities, such as answering phones and directing calls, greeting and directing clients and visitors, maintaining office and building supplies, answering questions and performing routine clerical, data entry, and/or word processing work as assigned.

Organizational Relationships:

Reports to: Market to HOPE Director.

Also supports: Market to HOPE Program Associate, Board of Directors and Committees, community leaders, funding sources, volunteers, visitors, and clients.

Essential Duties and Responsibilities:

- Serves as the front desk receptionist: answers telephones, routes calls, takes messages, greets and directs clients/visitors, answers routine inquiries, maintains log of inquiries as required, facilitates appropriate referrals and gives directions to Market to HOPE or other program locations.
- Opens and/or closes the facility at the beginning and/or ending of each day.
- Maintains security and safety of building by monitoring sign-in sheet and issuing of visitor badges.
- Schedules appointments for new and returning Market to HOPE clients.
- Checks in returning clients using Excel and Link2Feed software to determine eligibility status.
- Responsible for scheduling volunteers and accurately collecting and maintaining volunteer application forms and log of hours to submit to the Administration Office. Ensure that all volunteers complete required food safety, nutrition, and civil rights trainings annually, while maintaining records of all trainings completed by volunteers.
- Maintains log of monies (donations) received before submitting funds in a tamper resistant envelope to the Administration Office. Submits copy of donation to Director for preparing thank you letter.
- Opens, date stamps and routes incoming mail; distributes correspondence and other material to staff; prepares outgoing mail.
- Prepares the Accounts Payable Disbursement form (vouchers) on all utility, copier, building services, and office supply invoices.
- Performs a variety of typing assignments and specialized services of a routine clerical/administrative nature in strict accordance with established procedural guidelines, as appropriate to the position.
- Assists program staff with ClientTrack and Link2Feed data entry as needed.
- Maintains meeting room scheduling, including making preparations for meetings, includes ordering of food, setting up meeting room, and setting out refreshments.

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- Completes weekly inventory of office and building stocked supplies. Prepares the supply requisition form for Director's approval before ordering of supplies for Market to HOPE, while remaining within approved budget.
- Makes service calls to vendors for Market to HOPE office equipment and other routine maintenance of the building.
- Attends mandatory Staff Meetings and Staff Trainings.
- Provides support for special events: (e.g. Fundraisers, Staff and Board Retreats, and Advent/Christmas Party).
- Performs other duties as required by Supervisor, Vice President of Programs, and/or President/CEO, such as preparing for, attending and/or supporting special events and projects. (Examples include: assisting with outreach activities, participating in staff retreats, United Way or other Funders' visits, agency fairs and speaking engagements, as deemed applicable).

Nonessential Duties and Responsibilities:

Performs other duties as assigned by the Program Director, Vice President of Programs, or President/CEO.

Supervisory Responsibilities:

This job has no direct supervisory responsibilities.

Minimum Education:

Associates Degree or Clerical/Administrative Certification preferred.

General Qualifications:

- A minimum of two to four years working in an office atmosphere with knowledge and performance of office operations and procedures, as outlined in the Essential Duties and Responsibilities.
- Computer literate. Well-versed with Windows, word processing (MS Word), spreadsheets (MS Excel), desktop publishing, and database management.
- Bilingual in English / Spanish preferred.
- Knowledge of the agency in order to provide quality customer service.
- Ability to perform operations using units of U.S. currency, weight measurements, volume and distance.
- Ability to relate well to the public, in person and on the telephone.
- Diplomatic, tactful, creative, discreet, flexible, resourceful, dependable, well-organized, friendly, and professional.
- Able to work effectively with multiple staff, balance and prioritize multiple requests.
- Good verbal and written articulation skills.
- Accurate record keeping.
- Demonstrated sensitivity to diverse cultures.
- Must have adequate/available and reliable transportation.
- Must provide a copy of their valid Driver's license and proof of personal automobile insurance to Administration annually.

Equipment Used:

Multi-line telephone, personal computer, copier and fax machine.

Working Conditions:

Work is carried out in a controlled, agreeable environment as generally represented by normal office conditions.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Contacts:

Requires contact by telephone, in writing, and personal contact with clients, prospective clients, other service providers, volunteers, and government agencies.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

While performing the duties of this job, the employee is regularly required to use hands to handle or feel and talk or hear. The employee will be required to periodically stand and walk. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and ability to adjust focus.

Mental and Aptitude Requirements:

Job requires ability to hear and talk; strong writing skills; analytical, conceptual, problem – solving and decision-making skills; and handling multiple tasks within the confines of deadlines.

Work Performance Measures:

- Must report to work on time.
- Must dress appropriately.
- Must keep all work accurate and current.
- Must adhere to agency employee handbook of personnel policies.
- Must maintain high level of knowledge of the program, its requirements, functions, and status, etc.
- Must adhere to the agency handbook of accounting policies and procedures.
- Must be responsible for protecting the confidentiality of information that may be of a personal or sensitive nature pertaining to employees, clients and/or the agency.