

**UNITED CEREBRAL PALSY ASSOCIATION
OF GREATER SACRAMENTO, INC.**

JOB DESCRIPTION

NAME OF EMPLOYEE (Last name first)

Mr.
Mrs.
Ms.

POSITION: Receptionist

SOCIAL SECURITY NUMBER

PAY RATE: 24,000/annually

WORK IS:

Full-time

Hourly
 Contractual

DATE OF HIRE _____

DAYS & HOURS OF WORK Monday - Friday, 8:00
am – 5:00 pm

LENGTH OF LUNCH PERIOD 1 hour _____

CLASSIFICATION: Exempt Non-exempt

BASIC FUNCTION:

Answer telephone calls and route to appropriate person. Greet visitors and refer them to appropriate person/department. Provide general, clerical support to all administrative staff members. Maintain reception area and supply room. Order supplies. General maintenance of office equipment.

SUPERVISOR: Office Manager

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have knowledge of Access Database software; Photoshop, Illustrator, Publisher, Pagemaker Design software; FrontPage, MSN Explorer Internet software; Excel Spreadsheet software and Microsoft Word Word Processing software.

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 functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands/fingers to type, handle, or grasp; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

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.

While performing the duties of this Job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Retrieves messages from voice mail and forwards to appropriate personnel.

Answers incoming telephone calls, determines purpose of callers, and forwards calls to appropriate personnel or department.

Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable.

Answers questions about organization and provides callers with address, directions, and other information.

Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel.

Monitors visitor access and issues passes when required.

Updates Board Room calendar.

Receives, sorts, and routes mail (postal and e-mail) and maintains and routes publications.

Maintains fax machines, assists users, sends faxes, and retrieves and routes incoming faxes.

Takes payments for services and products.

Orders, receives, and maintains office supplies.

Creates and prints fax cover sheets, memos, correspondence, reports, and other documents when necessary.

Performs other clerical duties as needed, such as filing, photocopying, and collating.

Keeps front office area and storage room clean and organized.

Arrange for building or equipment repairs to be completed as authorized by supervisor.

Operational knowledge of various office equipment including: computers, photocopier, Riso machine, postal machine and other small office machines.

Set up and maintain voice mail for the organization.

Keeping needed supplies for all machines in stock and re-fill machines when necessary.

Creates employee identification cards and business cards as needed.

Places employment ads.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies :

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations.

Project Management - Coordinates projects; Communicates changes and progress; Completes projects on time and budget.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Conserves organizational resources.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Adapts strategy to changing conditions.

Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence.

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.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions ; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time.

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.

Initiative - Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

LINE OF AUTHORITY:

For establishing policy: May recommend only

For incurring expenses: None

For personnel changes: None

I have read and do understand the Personnel Policies.

EMPLOYEE SIGNATURE

DATE

SUPERVISOR SIGNATURE

DATE

United Cerebral Palsy Association of Greater Sacramento, Inc., hires and promotes employees regardless of race, color, religion, ancestry, national origin, age (over 40 years), sex, marital status, medical condition, physical handicap, or veteran status.