

**Oregon Child Development Coalition
JOB DESCRIPTION**

Position Title:	Receptionist
Wage/Hour/Status:	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt
Pay Grade:	3
Reports to:	County Director at county level Executive Assistant at Central Office
 <i>Employee's signature of acknowledgment and understanding of this document:</i>	
<hr/>	
<i>Name</i>	<i>Date</i>

Position Summary:

Performs clerical duties, including answering telephones and greeting guests/visitors, to support the daily business activities of the office.

Essential Functions:

Regular and consistent attendance is an essential function of this position.

1. Performs reception duties by:
 - Welcoming and greeting visitors, in person or on the telephone, in a positive and courteous manner.
 - Answering phone calls and directing phone calls to appropriate parties.
 - Answering questions and/or referring inquiries to the appropriate parties.
 - Taking messages as required and forwarding them to the appropriate parties.
 - Maintaining employee and program service area directories.

2. Maintains reception security by:
 - Ensuring that visitors and guests sign in and out of visitor log.
 - Issuing and collecting identification badges and ensuring that all visitors and guests wear appropriate badges.
 - Notifying management personnel regarding unknown and unauthorized visitors and guests.

3. Maintains parent passport system by:
 - Keeping notebook with parent identification and emergency forms.
 - Identifying parents or authorized individuals who come to pick up the children.
 - Issuing passports to authorized individuals.

4. Performs light clerical duties by:

- Maintaining office files and keeping them current and up-to-date.
 - Collecting, separating and distributing mail to staff in accordance to policy and procedure which includes date stamping and distributing appropriately.
 - Typing, filing, copying, circulating, and faxing information as required.
5. Contributes to team effort by:
 - Attending staff meetings, parent meetings, and other meetings as required.
 - Establishing open and positive communication and interaction with all staff.
 - Providing positive and constructive input to all aspects of the program.
 - Assisting in tasks or projects when directed.
 - Fostering an understanding of Head Start, its mission, goals, objectives, and program services.
 6. Maintains confidence and protects agency operations by:
 - Keeping information confidential.
 7. Continually applies safety practices in all facets of the performance of duties by:
 - Complying with agency safety standards.
 - Supporting participation of a safe environment.
 - Immediately reporting any unsafe or hazardous working conditions and/or any injury to supervisor and/or appropriate personnel.
 - Participating in emergency drills and assisting in the evacuation of the children.
 8. Other responsibilities:
 - Performing other work related or assigned duties.

Education and Job Requirements:

High School Diploma or GED with one-year work experience as a receptionist.

Other Job Requirements:

1. Ability to pass an agency sponsored physical examination. TB test documented.
2. Must enjoy working with and be sensitive to the needs of children & families.
3. Must be enrolled in Oregon Criminal History Registry.
4. This position is an authorized driver and must possess current driver's license, good driving record, and auto insurance coverage as defined by OCDC Policy.
5. Ability to use office equipment such as computer terminal, copier, calculator, fax machine, postal meter and multi-extension telephone.

Other Skill Requirements:

1. Bilingual Spanish/English preferred. Bilingual fluency may be required at some work sites.
2. Excellent communication and organizational skills.
3. Must perform duties with close direction and supervision given, operating from established guidelines and instructions.

Physical Requirements of the Job:

Please see attached Physical Job Analysis.

Job Conditions:

May work outdoors intermittently with exposure to cold and hot weather conditions. Working during special center activities including evening and/or early morning hours, may require split shift (early a.m./late p.m.) or weekend work Will be working in a close environment with interaction with noisy and active children. Exposure to heat variation and exhaust fumes from the bus.

Mental Requirements of the Job:

Continual interaction with co-workers, parents, and children to provide information. Must relate positively to children and adults and communicate positively with families and center personnel. Able to react in a supportive and positive manner during emergencies and assist local staff.

This agency believes that each employee makes a significant contribution to our success. This job description in no way implies that these are the only duties to be performed by the employee. At all times, employees will be required to follow any instruction and to perform any other duties within this or a lower job level upon the request of the supervisor. At times, employees may also be required to perform higher level duties.