

**JOB POSTING**

**TITLE: Receptionist** (**Bilingual** in English/Spanish)

**HOURS: 35 hrs – 8:00 a.m. to 4:00 p.m.**

**CLASSIFICATION: Seasonal**

***GENERAL SUMMARY***:

* Operates multiline telephone system to answer incoming phone calls and directs callers to appropriate personnel. Welcomes on-site visitors to the agency directing them to the appropriate staff and or program representative. Also, to provide secretarial/general support services to the LIHEAP staff as necessary. Reports to the Fuel Director and works primarily out of Pittsfield Office.

***Essential Duties & Responsiblities*:**

* Answers incoming telephone calls and determines purpose of calls, and forwards calls to appropriate personnel.
* Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable.
* Answers questions about the LIHEAP program and provides callers with address, directions, and other Agency information as requested.
* Welcomes on-site clients, determines nature of business, and announces clients to the appropriate caseworker.
* Receives, sorts, and routes mail within the LIHEAP department.
* Performs other clerical duties as needed, such as filing, photocopying for the LIHEAP staff.
* Acts as a backup for the Agency’s Administrative Receptionist.
* Must be able to lift over 5lbs

**Competency:**

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

* Works well in group problem solving situations; uses reason even when dealing with emotional topics. Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to request for service and assistance.
* Maintains confidentiality; listens to others without interrupting; keeps emotions under control. Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions. Writes clearly and informatively; able to read and interpret written information. Treats people with respect; Inspires trust of others; Works with integrity and ethically; upholds organizational values.
* 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.

**Qualifications:**

* Education/Experience – High school diploma or general education degree (GED); related experience and/or training in an office environment.
* Computer Skills – Knowledge of basic computer skills requested.