



Early Learning Coalition of St. Lucie County, Inc. Job Description

Title: Receptionist

Work Schedule: Monday-Friday, within 8:00 a.m. – 5:00 p.m., up to 30 hours per week

Status: Non-Exempt – Part Time

Reports to: Director of Family Services

SUMMARY OF RESPONSIBILITIES:

This position provides general office support and front desk reception services by portraying a professional image either by phone or in person during interactions with internal and external clients and visitors of the Coalition. Work is performed under the general direction of the Director of Family Services and is reviewed through conferences, reports, and performance evaluations.

SPECIFIC DUTIES AND RESPONSIBILITIES:

- Acknowledges, assists, and interacts with clients and displays professional, positive attitude.
- Operates multi-line telephone system, answers and directs incoming calls appropriately.
- Maintains Reception area.
- Assists in compiling monthly Eligibility Parent Satisfaction Survey results.
- Assists clients with program registration.
- Contacts VPK Parents who have not turned in Certificate of Eligibility regarding openings.
- Maintains a high level of confidentiality.
- Adheres to the Coalition's Human Resource Policies and Procedures.
- Adheres to the Coalition's standards of attendance and punctuality.
- Performs other duties as assigned by the Director of Family Services.
- Assists with Protective Services Client Referrals.

KNOWLEDGE, SKILLS AND ABILITIES:

- Proficiency with Microsoft Office Programs (with emphasis on Outlook, Word, and Excel)
- Strong organizational skill and is able to manage time wisely.

- Knowledge of grammar, spelling, punctuation and word definitions.
- Ability to communicate both verbally and in writing effectively.
- Excellent multi-tasking ability and is able to take the initiative when appropriate.
- Ability to establish and maintain effective working relationships with others.
- Ability to understand and apply applicable rules, regulations, policies and procedures.
- Ability to correctly operate a variety of standard office machines.
- Ability to perform assigned duties consistently in an efficient, professional and courteous manner.
- Ability to manage a multi-line phone system.
- Proficient with web based applications.

QUALIFICATIONS:

A minimum of a high school diploma and experience in the areas of customer service, receptionist, front desk clerk or similar assistant; or an equivalent combination of education, training, and/or experience. Bi-lingual in English and Spanish is preferred. A satisfactory outcome from a criminal background check and drug screening is required for employment.

PHYSICAL ACTIVITY/WORKING CONDITIONS:

While performing the duties of this job, the employee is regularly required to sit, talk and hear. The employee is frequently required to use hands to finger, handle, or feel and reach with hands and arms. The employee is also required to sit at a desk and use a computer. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus. The noise level in the work environment is usually quiet. The physical demands and work environment described 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 of this job.

JOB DESCRIPTION ACKNOWLEDGEMENT

I acknowledge receiving a copy of this job description and discussing it fully at the time of the interview. By signing below, I agree all job related questions were answered to my satisfaction and I am able to perform all of the job duties set forth.