



ERIE COUNTY BOARD OF DD Job Description

Job Title: Receptionist
Department: Business Services
Reports To: Director of Community Supports
FLSA Status: Overtime Eligible

Normal Working Hours: Part-Time, up to 25 hours per week. Employees will be assigned a regular work schedule; however, hours may vary based upon Agency and operational needs.

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: High school diploma or GED equivalent; additional training and/or experience in an office environment preferred.

Certificates, Licenses, Registrations: Valid Driver's License preferred.

Other Skills and Abilities: Ability to work in a team environment and work independently, must be able to multi-task. Must have excellent communication skills. Proficient in word processing, including Microsoft Outlook, Word, Excel. Knowledge of basic grammar, spelling, basic arithmetic, and office practices and procedures.

Essential Board Duties and Responsibilities include the following.

- Provides competent and accurate office administrative services for the Board.
- Creates and distributes intra-agency communications.
- Operates office machinery including but not limited to: copier, fax, scanner, postage machine.
- Gathers, organizes and classifies information as requested by supervisor.
- Provides preliminary contact with the public, greets visitors, answers telephone, responds to requests for information, and takes and delivers messages.
- Maintains alphabetic, numeric and subjective filing systems.
- Maintains functional filing system including ability to make changes to filed data, research files for data statistics and information requests.
- Files and or copies documents for administration and staff.
- Assists other departments in various projects, including but not limited to: mass mailings, creating flyers, data entry, or typing correspondence.
- Administers Community Connections telephone reservation line.
- Accepts monies, issues receipts, and makes change when needed.
- Sorts and distributes incoming mail; prepares and posts outgoing mail.
- Orders office or program supplies, compares vendor costs.
- Attends required training and conferences.
- Attends all department and team meetings.
- Provides exemplary customer service through courteous, responsive interactions with Board staff, community partners, and individuals and families receiving services.
- Adheres to Board policies and procedures.
- Understands and practices professional ethics in keeping with the confidentiality of information and materials with which he/she may come in contact with.
- The forgoing is not intended to represent an exclusive listing of job duties and work characteristics included within the position. Other duties and work characteristics may be required which serve to meet the Board's operational and program activities.

Physical Demands and Qualifications: Regularly required to sit, talk, stand, walk, hear and see. Regularly



required to use hands to finger, handle, grasp or feel objects, tools, or controls and reach with hands and arms. Occasionally reach, bend, squat, carry/ lift and or move up to 25 pounds.

Work Environment: May be exposed to blood borne pathogens, communicable diseases, potentially infectious materials.

Employee:

Signature

Dated: _____

Supervisor/Board Representative:

Signature

Dated: _____