

MID CENTRAL COMMUNITY ACTION, INC.

JOB DESCRIPTION

Job Title: Front Desk Executive-Livingston County

Position Level: 2, Part time, hourly, non-exempt

Supervision Received: Income Support Specialist- Livingston County

Supervision Exercised: None

Job Summary: Operate multi-line telephone system, serves visitors by greeting, welcoming, and directing them appropriately; notifies company personnel of visitor arrival; maintains confidentiality.

Duties Performed:

- Unlock office door promptly at the start of the business day and lock up at end of day during normal business hours
- Greet and screen customers and direct to appropriate staff
- Answer incoming and internal calls, connect, and transfer as appropriate. Screen callers as directed by various department staff
- Backup for extra lines in McLean County office when needed
- Greet each customer guest, and donor in a friendly, welcoming way. Direct them to whom they are here for.
- Receive, date stamp, and distribute incoming mail upon receipt
- Receive faxes, date stamp and distribute to proper person
- Accept and process agency deliveries and notify employees/recipients.
- Copy all documents for intake, date stamping and placing in proper order
- Create labels for applicable programs
- Maintain tidiness of office
- Keep the general office area stocked with supplies
- Maintain and schedule appointments on the LIHEAP, Weatherization and other program calendars for Livingston County
- Make new client folders for LIHEAP, WX, and ComEd RSH as needed
- Assist with Intake process when applicable
- Assist with CB & E activities in Livingston County
- Assist in Data entry for applicable programs
- Any other duties assigned and deemed necessary for the effective and efficient operation of the agency

Job Specifications (as applicable):

Physical Requirements: light lifting required, ability to move around the office quickly, capability to work at a desk for long periods

Educational Requirements: High School diploma or G.E.D. Additional training and/or college level classes desired

Prior Experience: 3 year experience in office procedures, telephone systems, office machines

Specific Skills: Ability to work in fast-paced office environment, assertive, must have excellent telephone communication skills, interpersonal skills, and customer service skills, basic office skills, including attention to detail and ability to accept and follow direction, ability to display good judgment, ability to

prioritize, basic computer skills and knowledge of Microsoft Office, ability to work with a diverse client population

Other: Commitment to agency mission, vision and culture