



Program Support Clerk I/Receptionist

Job Description: Under the general supervision of the Direct Services Program Supervisor, provides a variety of office, administrative, and general support for Lassen Family Services, Inc. Requires proficiency in typing, recordkeeping, communication, and a high degree of confidentiality. Work may involve handling sensitive issues and confidential information requiring discretion. Duties may include answering phones, greeting the public, administrative, and/or office support.

Reports to: Direct Services Program Supervisor, Executive Director

Job Classification: Non-Exempt, Non-Supervisory

Essential Duties and Responsibilities May Include:

- Performs a wide range of confidential administrative and secretarial duties.
- Provides general support for the Agency's operations and program functions.
- Supports various program/department needs for correspondence, reports, presentations, and data collections.
- Greets and screens office visitors.
- Answers telephones, directs calls, and takes messages.
- Communicates with participants, employees, and other individuals to answer questions, and disseminate, or explain information.
- Schedules appointments, coordinates meetings and trainings with individuals or groups.
- Assists with receiving, sorting, and distributing mail, and prepares outgoing mail.
- Reviews files, records, and other documents to obtain information to respond to requests.
- Assists in maintaining offices files and records including typing memos and correspondence.
- Assists in the development and completion of projects, attending to routine programmatic matters, and coordinating interdepartmental efforts to further communication.
- Assists in the planning and implementation of events, i.e., trainings, meetings, workshops, seminars, and fundraising events.
- Processes various administrative records and maintains office files.
- Maintains the reception including keeping the area tidy, hanging fliers, and ensuring that an adequate number of brochures and informational pamphlets are available to the public.
- Delivers messages and runs errands.
- Inventories materials and supplies and provides information for ordering.
- Attends conferences and workshops related to violence, networks with other service providers, and maintains positive relationships with community agencies.
- Performs various duties in a training capacity as workloads, temporary absences, or emergencies dictate including providing crisis intervention and immediate support services for victims of abuse over the phone and in person.

- May, at times, provide in-home support services to victims of violence/crime.
- Attends and participates in staff meetings.
- Performs other duties as assigned.

Skills and Abilities:

- Ability to prepare and maintain accurate written records and reports.
- Ability to perform detail-oriented work with frequent interruptions.
- Strong organizational skills with an ability to prioritize and meet deadlines.
- Ability to work within the confines of confidentiality and ensures that professional boundaries are maintained.
- Ability to establish positive, effective, and cooperative working relationships and use good judgment, initiative, and resourcefulness when dealing with other employees and the public.
- Ability to effectively communicate and understand and follow directions.
- Ability to work effectively in a fast-paced environment, with changes in priorities and in emergencies.
- Ability to work independently and productively with minimal supervision.
- Ability to work as a team member.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to identify problem areas within the scope of the position and find solutions.
- Ability to provide peer counseling, crisis intervention, and support services for victims of violence.
- Ability to demonstrate sensitivity to issues surrounding abuse.
- Ability to communicate with persons from a variety of socio-economic, cultural, and ethnic backgrounds.
- Ability to demonstrate commitment to the agency's mission and values.

Knowledge of:

- Administrative and clerical procedures.
- Service principles and practices.
- Service assessment methods and techniques.
- Community organizations that provide social services and support.
- Cultural competency and application.
- Teamwork and application.
- Office equipment including faxes, copiers, computers, printers, telephones, etc.
- Windows based office technologies including Word, Excel, PowerPoint, and Adobe.

Training/Experience/Education:

Any combination of training and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be a High School Diploma. One year of experience providing office support and public contact work is preferred.

Typical Physical Requirements: *(These are typical requirements, but Lassen Family Services, Inc., will make reasonable accommodations for job candidates and incumbents with disabilities.)* Sits for extended periods; frequently stands, walks, stoops, kneels, and crouches to pick-up and/or move objects; may occasionally lift and move objects weighing up to 25 lbs.

Typical Working Conditions: Work is generally performed in an office environment; incumbents may be required to drive to different locations and sites throughout the service areas including personal homes; frequent contact and communication with other staff, the public, shelter residents, and representatives of other agencies; work hours may be variable and outside the normal 8 am to 5 pm workday to meet the requirements of the position.

Special Requirements:

- Possession of a valid California Driver's License and insurance with acceptable DMV record.
- Acceptable State, CACI, and FBI criminal background check.
- Possession of, or ability to obtain, CPR certification.
- Successful completion of Lassen Family Services Crisis Intervention Peer Counseling training.

Signature: _____

Print: _____

Date: _____

Approved: