
D-3 RECEPTIONIST / ADMINISTRATIVE ASSISTANT

Position Title: Receptionist / Administrative Assistant

Qualifications: Proficiency in the organizational, secretarial, and interpersonal skills necessary to carry out the responsibilities specifically required for the position. Must have strong computer skills, including proficiency in Microsoft Office.

Responsible to: Executive Director
Supervised by: Finance Coordinator

Description of agency: Mercer Family Resource Center is a non-profit social agency serving youth and their families in Natrona County. The primary task of the agency is the provision of services to strengthen and support families, with a special emphasis on adolescent issues and the prevention of substance abuse. Program goals are primarily accomplished through information dissemination, community education and consultation, provision of youth alternatives, community partnerships, and short-term counseling services focused at early intervention.

Duties and responsibilities:

1. Respect the confidential nature of agency information as referenced in the Mercer Family Resource Center Policy and Procedures manual.
2. Have a working knowledge of the agency and its programs.
3. Contribute creatively to program development, and strive to increase professional growth and job effectiveness through training, and by keeping abreast of current practices in relevant areas.
4. Work in a personable, professional way with the agency staff, clientele and others in the community, thus maintaining the respect and cooperation of agencies within the community.
5. Show insightfulness, judgment and professionalism in carrying out job duties and responsibilities.
6. Participate in Mercer Family Resource Center working subcommittees and task groups to further strategic planning and mission.
7. Carry out duties and responsibilities as assigned by the executive director in a timely professional manner.
8. Attend weekly staff meetings.
9. Provide a welcoming atmosphere to callers, clients and visitors.
10. Answer phones in a courteous and professional manner.
11. Screen calls, and refer to appropriate staff or community services.

12. Be knowledgeable of staff schedules and availability.
13. Assist staff in the performance of their routine duties.
14. Collect, prepare and manage statistical reports on a monthly, quarterly or annual basis to assist the executive director and finance coordinator in the submission of reports as required by individual grants.
15. Attend and participate in designated board meetings as requested.
16. Ensure that accurate filing systems are established and maintained.
17. Maintain client database.
18. Maintain Child in Need of Supervision (CHINS) computer database.
19. Maintain inventory and organization of office and household supplies.
20. Distribute mail, reports and materials to appropriate staff.
21. Receive and receipt payments for services, grants and other agency purposes.
22. Invoice for client services, and receive and properly receipt client payments.
23. Report aggregate outstanding client accounts to finance coordinator monthly.
24. Maintain facilitator hours and statistics.
25. Perform routine computer functions, ensure that all computers are in operating order, and serve as a liaison with computer services.
26. Serve as a liaison between the agency and the district attorney's diversion program.
27. Maintain and distribute monthly calendar.
28. Maintain and update program back-up files monthly according to Mercer Family Resource Center protocol on provided jump drives.
29. Assist in marketing Mercer Family Resource Center and administer client satisfaction surveys.

The above statements describe the general duties that constitute the work of the receptionist / administrative assistant and shall be not considered a detailed description of the work requirements inherent in the position.