

Highland Rim Economic Corporation/Head Start

Head Start Receptionist

Reports to: Operations Manager

Policy Council Approval: 10/25/11

Responsibilities:

- Adheres to all operational Policies and Procedures for the Head Start Program to ensure compliance with Federal Performance Standards and Written Plans.
- Answers the main phone lines, takes messages and/or refers the individual to the appropriate party for assistance.
- Receives and assists individuals attending functions at the Head Start facility and/or inquiring about various programs and services provided by the organization.
- Sorts and helps prepare mail, faxes, and other items for internal and external distribution and maintains adequate postage.
- Assists in preparing and mails monthly Policy Council packets to all members.
- Collects, duplicates, and maintains copies of time sheets before submitting to the Director of Finance.
- Inputs data into the Child Plus software program.
- Transports mail to the Post Office, secures postage and/or delivery charges for Certified or Priority mail services, and distributes all incoming mail.
- Types agency materials, memoranda, and correspondence as necessary.
- Maintains Head Start program files in accordance with established policies and procedures ensuring the confidentiality of protected information.
- Coordinates office activities with all staff members working in the facility.
- Participates in staff meetings and training activities related to the job as needed and/or required.
- Assists with program related service projects as necessary.
- Maintains and files copies of all telephone logs.
- Maintains an adequate supply of forms, fliers and other documents in an organized and accessible manner.
- Maintains an adequate inventory of office supplies and assists with re-ordering as necessary.
- Maintains the main entrance area in a neat and orderly manner.
- Provides clerical assistance to management staff and assists with performing clerical and administrative tasks when necessary due to workload demands.
- Assists with scheduling appointments and planning meetings for management staff.
- Interact effectively with the public ensuring a thorough understanding of all information given and received.
- Effectively prioritize job assignments and meet all established deadlines and reporting requirements.
- Effectively proofread completed documents and ensure that there are no grammatical and/or spelling errors.
- Establish and maintain effective working relationships with co-workers, clients, service providers, vendors and the general public.
- Utilize commonly used office equipment including copiers, FAX machines, printers, etc. and perform basic troubleshooting procedures.

- Perform mathematical calculations including addition and subtraction and use a ten-key calculator at a reasonable rate of speed.
- Capacity and empathy to work with a diverse population, low-income families and children including those with disabilities.
- Maintains confidentiality of all records and information for staff, children and families.
- Perform related duties as requested.

Qualifications/Requirements: Receptionist

- High School Diploma or GED supplemented by additional course work in office administration or closely related areas; considerable experience meeting and dealing with the public and working in an office setting; strong organizational, interpersonal and decision making skills; dedicated attention to detail; interpersonal and decision making skills; or any equivalent combination of education and experience.
- Possession of a valid Tennessee Driver's license and maintain a vehicle liability insurance policy.
- Ensure a periodic physical examination and tuberculin test.
- Incumbents are subject to a criminal background check and must pass a pre-employment drug test and random drug and alcohol screenings.
- Prefer bilingual (English/Spanish).

Knowledge or Skills:

- Excellent computer, verbal and written skills.
- Proficient in Microsoft Office applications.
- Proficient in database management software.
- Ability and demeanor to interface and network with staff of professional and civic organizations.
- Excellent organizational and multi-tasking skills.
- Good interpersonal skills and the ability to work as a team member.

Working Conditions:

- This position requires incumbent to walk, sit, use hands and fingers to handle or feel objects, tools, or controls; reach with hands and arms; and talk and hear.
- Daily required to stand, climb, balance and stoop, kneel, crouch or crawl.
- Incumbent is required to regularly lift and/or move up to fifty pounds.
- Specific vision abilities required include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.
- The physical demands described above are representative of only some that must be met to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: Highland Rim Economic Corporation is an Equal Opportunity Employer and hires without regard to race, color, sex, age, disability, or national origin. This job description is not intended to be all-inclusive; employees may perform other related duties as negotiated to meet the needs of the organization.