Lassen Family Services, Inc. Date Last Revised: 2024

**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:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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