



## **JOB DESCRIPTION**

**JOB TITLE:** Receptionist/Office & Program Support

**LOCATION:** Pima County Community Services – Arizona@Work Career Centers

**REPORTS TO:** Career Center Office Manager and TYD Programs Director

**HOURS:** Monday-Friday 8:00 AM-5:00 PM

**EMPLOYMENT CATEGORY:** Full time, At will

### **EXAMPLES OF WORK PERFORMED/DUTIES:**

- Greet persons entering the establishment, determine nature and purpose of the visit, and direct or escort them to specific destinations
- Answer incoming calls, provide information, transfer calls, and/or take messages as necessary
- Relay and route written and verbal messages
- Transmit information or documents for customers, using computer or facsimile machine
- Enter customer data into computer programs
- Schedule appointments and maintain and update appointment calendars
- Provide information about establishment, such as location of departments or offices, employees within the organization or services provided
- Receive and distribute correspondence

### **KNOWLEDGE, SKILLS, ABILITIES:**

- Ability to work as a team member
- Ability to plan and organize work
- Good verbal and written communication skills
- Computer skills to include Windows, Microsoft Word, Excel, Data Entry
- Ability to maintain high level of confidentiality
- Ability to operate a variety of office equipment, including personal computers, facsimile machines, photocopiers, and calculators
- Understand and follow instructions with accuracy and high attention to detail

### **MINIMUM QUALIFICATIONS:**

- Minimum qualification is a high school diploma or equivalent
- Working experience of clerical skills such as typing, copying and faxing
- Strong working knowledge of Microsoft Office programs
- Strong data entry and typing skills
- Ability to handle multiple phone lines simultaneously

- Excellent communication skills and interpersonal skills
- Effective speaking and listening skills
- Attention to detail
- Ability to multitask in a fast paced environment
- Strong customer service skills
- Should exhibit high levels of professionalism and confidentiality

**PHYSICAL REQUIREMENTS:**

- Must be able to see/read a computer monitor screen.
- Must be able to lift and carry ten (10) pounds.

This job description is intended to indicate the basic nature of this position and examples of typical duties that may be assigned. It does not imply that this position will perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned. This is a grant-funded position and is contingent on available funding. Requires Dept. of Public Safety fingerprint clearance and Central Registry clearance.