

Job Announcement: Receptionist/Customer Service Representative

SMILE Center for Independent Living is currently accepting applicants for the position of Receptionist/Customer Service Representative

POSITION TITLE: RECEPTIONIST/CUSTOMER SERVICE REPRESENTATIVE

APPLICATION DEADLINE: Resumes may be submitted via fax to (928) 329-6715 or in person at 1929 S. Arizona Avenue, Suite 11, Yuma, Arizona 85364.

POSITION CLASSIFICATION: Full-Time 40 hours a week.

PAY RATE: OPEN

JOB DESCRIPTION SUMMARY: Under the general supervision of the Executive Director, the Receptionist/Customer Service Representative will provide reception duties, information and referral services, and act as clerical support to the agency and its employees. SMILE direct services provided within the Yuma and La Paz Counties.

ESSENTIAL RESPONSIBILITIES/DUTIES:

- **RECEPTION:** Provide reception services for agency, greeting all visitors and callers in a courteous and professional manner. Answer multi-line phone/TTY/fax and route all calls to appropriate CIL staff and/or volunteers. Record and forward messages as appropriate.
- **INFORMATION AND REFERRAL:** Assist with outreach to underserved/unserved populations. Provide information and referral (I&R) services primarily on behalf of persons with disabilities and the public at large. Maintain central I&R database and network of community contacts. Maintain order in display area and distribution of agency and other publications. Research information that may be beneficial to the independence of persons with disabilities. Follow-up on reportable data to determine whether callers/consumers gained access to previously unavailable services. Track contacts and report at least monthly.
- **STAFF SUPPORT:** Provide clerical assistance to the Executive Director and program staff, assisting with communications, printing/duplicating, filing, and updating resources files. Maintain and organize office supplies and stationary as needed.

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- INTERAGENCY COMMUNICATIONS: Initiate and maintain collaborative working relationships and communications with all CIL staff and with agencies and organizations that serve the needs of persons with disabilities.
- POLICY AND PROCEDURES: Abide by all CIL policies and procedures including maintaining the security and confidentiality of consumer files.
- OTHER DUTIES: Other tasks as assigned by Executive Director/Immediate Supervisor.

QUALIFICATIONS:

Knowledge, Skills, and Abilities:

Has the ability to handle multiple incoming phone lines

Has the ability to speak, read, write English correctly and fluently

Has the ability to speak and understand Spanish (ability to write in Spanish is a plus)

Has excellent communication skills

Has pleasant personality and neat appearance

Has ability to use a computer to locate information accurately and efficiently

Has the basic knowledge of computers. Can use and perform data entry in Microsoft Software applications; ACCESS, Excel, Word, and Outlook.

Has the ability to follow directions

Has the ability to work under time constraints

Has the ability to work independently without constant supervision and complete all assigned tasks by the given deadlines

Has the ability to utilize computers, fax machines, office photocopying equipment and other office machines

Credentials and Experience:

High School Diploma or GED. Preferred one (1) year certificate or technical school with three to six months of related experience and/or training or an equivalent combination of education and experience.

Must be able to provide proof of legal documentation for employment.

Has the ability to pass a background check and/or obtain a fingerprint clearance card

Physical Requirements:

Can sit at a desk for long periods of time using the telephone or computer

Able to sit, reach, lift, push, stretch

Able to lift up to 25 lbs on occasions

Able to see, speak to and hear visitors at an ordinary conversation level and to participate in telephone conversations

Has the ability to work in a diverse environment (quiet to lots of activity and noise)

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