

Job Announcement

Announcement Date: August 2021

Position Title: Receptionist

Department: Agency

Location (s): Waukegan office, but will occasionally fill in at Round Lake Beach office

Position Type: Temp to Hire/Full Time/Full Year

Hours Available: Monday – Friday / 8:00 am – 4:30 pm

Reports to: Systems Operations Manager

MAJOR RESPONSIBILITIES: *Other duties may be assigned*

Operate telephone system to answer incoming calls, greet clients and visitors, and direct callers to appropriate personnel by performing the following duties.

ESSENTIAL DUTIES:

- Retrieve messages from voice mail and forward to appropriate personnel.
- Operate multi-line telephone system. Answer incoming calls, determine purpose of callers and forward calls to appropriate personnel or department.
- Welcome on-site visitors and clients, determine nature of business and inform appropriate personnel.
- Receive and prepare outgoing mail.
- Perform other clerical duties as needed, such as filing, photocopying and collating documents.

QUALIFICATIONS:

- Excellent communication skills
- Proficient in data entry and in computer skills
- Demonstrated ability to deal appropriately with difficult clientele
- Bilingual preferred
- High School Grad/GED
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are a representation of the knowledge, skill and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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COMMUNITY ACTION PARTNERSHIP OF LAKE COUNTY

JUDGEMENT:

Always

BASIC SKILLS REQUIRED TO PERFORM THE JOB:

Excellent reading, writing, speaking, listening, problem-solving, analyzing, motivating, communicating, performing basic math, organizing and detailing skills.

SIGNATURES:

Employee Signature

Date

Client Service Manager

Date

Human Resources

Date

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