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**California Human Development**

**Job Description**

**Job Title:** Receptionist/Community Impact Assistant  
**division:** Development

**Reports To:** Community Impact Director  
**FLSA Status:** Non-Exempt

**Location:** Santa Rosa  
**Revised Date:** 02/25/2021

**Summary Description:**

The Receptionist is responsible for greeting visitors and delivering exceptional customer service by providing an overall welcoming and positive impression of CHD. This position is responsible for answering calls coming into the main number and addressing visitor questions and needs. The Receptionist/Human Resources Assistant provides administrative support to the Human Resources department and helps to coordinate communication between CHD offices, staff and the public.

**DUTIES AND RESPONSIBILITIES:**

## RECEPTION:

* Answer multi-line telephone system and professionally direct all calls, and provide referrals as appropriate.
* Maintain front office/reception area with a professional appearance and high level of positive public relations with all visitors.
* General office duties including typing, computer input, general filing, photocopying, making appointments, and running errands.
* Schedule and confirm appointments, meetings and travel appointments.
* Complete paperwork, enter customer data, and file paperwork.
* Assist agency personnel and walk-in public by offering them needed services or directing them to appropriate staff member, department or other community resources.
* Oversee and maintain front office logs, conference room, and sign in sheets.
* Prepare outgoing mail and/or shipments and run reports as directed.
* Obtain mail from USPS, UPS, FedEx and other shipping source and distribute mail according to established mail procedures.
* Manage and order office supplies as directed using internet and fund ware system.
* Receive and record cash for delivery to fiscal department.
* Train and supervise, FWS Work Experience Employees, Temp Agency Employees and Volunteers.
* Support and volunteer on Corporation Event Planning.

## COMMUNITY IMPACT ASSISTANT:

* Assist Community Impact with design of marketing templates for social media and print.
* Order, inventory, and maintain marketing and promotional outreach items as directed.
* Perform reference checks and verification of employment as directed.
* Draft marketing language for social media and digital marketing.
* Track record montly website and social media key performance indicators.
* Attend grant webinars and obtain information on new potential funding opportunities.

**Supervisory Responsibilities**

None

**Required Skills and Abilities**

* Bilingual English/Spanish communication skills (oral and written).
* Ability to read, analyze, and interpret complex documents.
* Ability to respond effectively to sensitive inquiries or complaints.
* Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
* Ability to compute rate, ratio, and percent and to draw and interpret graphs.
* Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
* Ability to deal with problems involving several concrete variables in standardized situations.

**Education and/or Experience**

* One-year certificate from college or technical school
* Three to six months related experience and/or training
* Equivalent combination of education and experience
* Proficient with the following:
  + Multiline Phone Systems
  + Microsoft Word, Excel and Outlook
  + Adobe Reader

**Certificates, Licenses, Registrations**

None

**Physical Requirements**

Regularly*:* Sit, manual dexterity, reach

Frequently: Stand, Walk, crouch, bend, stoop, lift up to 10 lbs.

Occasionally: Climb or balance, kneel, crawl, lift up to 25 lbs.

Vision: No special vision requirements.

**Work Environment**

Noise level: Moderate noise (examples: business office with computers and printers, light traffic)

*This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time. All employees are to maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers, management and stakeholders. Employment at CHD is* ***at-will****. This means employment is for an indefinite period of time and it is subject to termination by the employee or by CHD, with or without cause, with or without notice, and at any time.*

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

Reviewed by Human Resources: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_