

901 North Benton · Bozeman, MT 59601 · (P) 406-587-7786 · 800-962-0418 · (F) 406-587-1682

## **JOB TITLE: Administrative Work Study**

## **SUMMARY:**

The primary responsibilities include assisting with basic data entry, answering clients' requests for forms and information. Duties as receptionist including greeting clients/visitors and answering the telephone/referral of calls for appropriate action. Also includes providing general office upkeep/image maintenance.

## **RESPONSIBILITIES AND DUTIES:**

- 1. Work cooperatively with the Executive Director, Operations Manager and staff for smooth agency operation including assisting with daily operations, projects and other duties as assigned.
- 2. Performs receptionist duties to include, but not limited to
  - a. Offers professional and courteous reception services giving exceptional customer service
  - b. Develops and maintains working knowledge of agency programs and services
  - c. Answers inquires by telephone and in-person. Directs all calls, clients and visitors to appropriate staff person or service
  - d. Performs other duties as assigned for smooth and efficient functioning of the agency
  - e. Support provider services coordinator in organizing and maintaining training room
  - f. Photocopying materials and assembling packets as needed by staff.
  - g. Performs filing as needed.
- 3. Office maintenance and appearance
  - a. Responsible for overall appearance (organized, neat); at the end of day make sure lobby area is clean and neat, tidy kitchen each day
  - b. Continuously improve by capturing and analyzing the appropriate social data, insights and best practices, and then acting on the information.
  - c. Collaborate with other departments (family services, food program, provider services, etc.) to manage reputation, identify key players, and coordinate actions.
- 4. General Work Characteristics
  - a. Complies with all CCC Employee and Fiscal Policies
  - b. Ensures outstanding customer service and effective conflict resolution
  - c. Completes assigned work in a timely manner
  - d. Submits completed time sheets in a timely manner and submit leave requests well in advance of anticipated leave
  - e. Behaves as a courteous and responsible representative of CCC in interacting with other staff and community members
  - f. Further promotes CCC and its mission to community members, potential donors, clients and policy makers as directed