



POSITION DESCRIPTION

POSITION: Receptionist, Bilingual preferred

STATUS: **Full Time** **Part Time** **Exempt** **Non-Exempt**

Join our dynamic and dedicated team to help provide a safe, compassionate, healing environment for children who have been a victim or witnessed a crime. Our Bilingual Receptionist helps uphold our values of Collaboration, Excellence, and Impact by working well with our partners, striving to provide exceptional service, and helping to provide each child with the safety they need to tell their story.

The Receptionist position reports to the Advocate Program Coordinator. This position is responsible for the first impression of the organization, to the families, partners and community members who receive services at or through the Center.

The Receptionist position requires high-level skills in communication, working with diverse groups, ensuring positive engagement with families through the check-in process, while they are at the Center and when they check-out. This position works closely with the Administrative Assistant, and provides clerical support for staff and the various programs at the Children's Advocacy Center of Southern Arizona.

FRONT DESK, RECEPTION AREA

Receptionist responsibilities/duties to include, but not limited to the following:

- Greet the children and families coming to the Center in a welcoming, warm and friendly manner.
- Obtain identification and gather necessary information from all adults attending the appointment to ensure a safe and supportive experience.
- Answer incoming calls, clarify inquiries and transfer calls to the appropriate staff member.
- Complete the intake and scheduling appointment process regarding requests for forensic services.
- Maintain a clean, safe and friendly environment in the common areas used by the clients, and in the receptionist office, all while ensuring that timely and appropriate maintenance requests are made as needed;
- Ensure high quality level customer service to the partner agencies, through offering support and demonstrating the ability to exceed their expectations.
- Demonstrate the ability to handle in a positive, calm and engaging manner, challenging or concerning situations, persons or requests.
- Other duties as assigned

CLERICAL SUPPORT

Receptionist responsibilities/duties to include, but not limited to the following:

- Maintain online calendars for client services and Adult Interview Room.
- Prepare designated outgoing mail for pickup, process various types of incoming mail and packages and ensure internal office delivery and notification in a timely manner.
- Process requests and supply orders for the organization and staff, while maintaining accurate records and submit for accounting.
- Process incoming checks and monetary donations in a timely manner, while ensuring accurate documentation through a data entry log.
- Other duties as assigned

QUALIFICATIONS:

- High school degree required, with some college or technical schooling preferred
- Minimum of two years' experience performing secretarial or administrative tasks of a nature similar to those listed here
- Two years' experience providing overall support or schedule coordination for a department, specialized program or small business
- Experience working with Windows based software packages, including Excel and Word
- Must be able to pass a fingerprint and criminal background check.

SPECIAL ABILITIES AND KNOWLEDGE:

- De-escalation skills or a high level of empathy
- Ability to multitask and prioritize
- Ability to follow directions
- Excellent communication skills
- Bilingual English/Spanish helpful

Any offer of employment is contingent upon successful completion of new hire screenings, including background checks, drug testing, and professional reference checks.

Accepted by: _____ Date: _____

CAC signature: _____ Date: _____