



## CENTER RECEPTIONIST

**Reports to:** Center Director  
**Department:** Child & Family Services Programs  
**Classification:** Nonexempt

**Division:** Program Operations  
**Program:** Head Start  
**Grade:** 22

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**The Mission of Tri-Valley Opportunity Council, Inc. is to “Improve the quality of life for people and communities by providing opportunities to meet their needs and realize their potential”.**

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### **SUMMARY OF PRIMARY FUNCTION**

The Head Start Center Receptionist responsibilities include assisting in the coordination of all day-to-day aspects of the Family Service Center and to implement general and pertinent communication between staff and families.

### **ESSENTIAL FUNCTIONS**

#### ***Communication***

1. Facilitates telephone communication between center staff, families, and the public.
2. Communicates on a regular basis with center staff and accommodates their requests.
3. Maintains schedules of center staff.
4. Maintains appointment schedules of families at parent/child registration.
5. Maintains mailing labels for staff.
6. Updates and maintains information, including but not limited to class attendance, bus routes, and family information.

#### ***Meetings/Training***

1. Arranges for meetings for center staff.
2. Records, copies, and disseminates minutes.
3. Participates in learning experiences for personal growth and ongoing staff development, keeping personal training records up-to-date.

#### ***File Management***

1. Establishes and maintains an organized filing system to assure the efficient administration and operation of Head Start services.
2. Completes filing and retrieval of documents in a timely manner.

#### ***Documents and Forms***

1. Processes documents, proofreads and disperses correspondence.
2. Reproduces documents and forms.
3. Prepares and maintains mailing labels.
4. Compiles, reproduces and distributes reports, documents and/or forms.
5. Maintains inventory of all forms to facilitate optimal operation of program.
6. Inputs data, reports, etc. as requested.
7. Provides staff with necessary materials in a timely manner, including all necessary forms and resource materials for decision making, assuring compliance with State, Federal and program guidelines.
8. Assists in submission of reports and grants to funding sources and other agencies in a timely manner.
9. Maintains inventories for insurance purposes, licensing requirements and control.
10. Submits reports and documents, including but not limited to daily attendance, monthly reports, staff schedules, HSFIS information, and monthly calendars.

#### ***Classroom Assistance***

1. Develops staff newsletter for distribution.

#### ***Miscellaneous***

1. Performs other duties and takes on additional responsibilities as directed by supervisor.

### **ESSENTIAL COMPETENCIES, SKILLS AND ABILITIES**

1. Regularly attends work on time as scheduled. Contacts supervisor/designee when delayed, sick or otherwise unable to be at work as scheduled, as defined by direct supervisor.

2. Is knowledgeable of and complies with Tri-Valley and program policies and procedures and applicable laws and regulations.
3. Displays a positive, professional and respectful demeanor at all times toward employees, peers, professional contacts, parents and clients served, maintaining a professional appearance and positive company image.
4. Conducts self in respectful, cooperative manner when interacting with clients, co-workers and others, and constructively represents Tri-Valley and its programs.
5. Maintains a professional appearance and provides a positive company image within Tri-Valley, customer base and the public.
6. Promotes positive employee interaction, maintains open communication with other programs/departments at Tri-Valley to maintain a high level of knowledge regarding Tri-Valley's programs, goals and philosophy.
7. Respects the privacy of others by appropriately utilizing and protecting confidential or otherwise privileged information.
8. Ability to work independently, with minimal supervision, as well as work within a team environment. Demonstrates teamwork by cooperating with and assisting co-workers as needed.
9. Ability to follow through to completion with strong attention to detail.
10. Seeks clarification, asks questions when uncertain of position or task expectations.
11. Participates in learning experiences for personal growth and professional development to enhance professional skills and job satisfaction.
12. Participates in program meetings as directed and maintains informed as needed to work effectively.
13. Analyzes and/or reports problems in area of responsibility as they occur and determines/implements solutions as appropriate.
14. Ability to organize and prioritize work, identifying what needs to be completed and ensures the completion in a timely manner.
15. Must be able to handle diverse work problems on a daily basis. Requires ability to set priorities and work schedule, yet adjust to changes necessitated by last minute assignments and deadline requests that may prove stressful.
16. Must relate and interact with people at all levels of the agency and in a culturally diverse environment.
17. Ability to effectively organize, prioritize, solve problems and handle multiple tasks while maintaining high quality of work and meeting deadlines.
18. Ability to work under pressure, in stressful situations and with frequent interruptions.
19. Ability to think and act proactively in order to minimize problems.
20. Above average communication and interpersonal skills.
21. Adapts well to change, has the ability to create and implement changes to positively affect the Corporation or area of responsibility.

#### **MINIMUM REQUIREMENTS**

1. Must be at least 18 years of age.
2. High school diploma or equivalent.
3. Excellent interpersonal and verbal communication skills.
4. One year experience managing records and files.
5. One year experience working with Microsoft Word.
6. General knowledge of office equipment including copiers, faxes, and telephones system.

#### **PREFERRED REQUIREMENTS**

1. Ability to communicate fluently in English and Spanish, verbally and in writing.
2. Minimum of one year secretarial experience.
3. Proof of valid driver's license and current/adequate vehicle insurance coverage.
4. One year experience working with Microsoft Excel.

#### **PHYSICAL DEMANDS / WORK CONDITIONS**

1. Working conditions are a typical office environment. The work is sedentary; typically the employee may sit comfortably to do the work. There are no special physical demands required to perform the work. The work area is adequately lighted, heated and ventilated.
2. Requires sitting, standing, bending, stooping and reaching with manual dexterity sufficient to operate standard office machines such as computers, fax machines, calculators, copy machines, telephone and other office equipment. May require lifting up to 40 pounds. Requires normal range of hearing and vision.
3. Requires the ability to travel by car, bus, train, air or other means of transportation as needed, providing own transportation as required.
4. Requires flexible schedule including days, nights and weekends as needed to accommodate program needs.

**ACKNOWLEDGEMENT**

1. This position description does not constitute a contract for employment.
2. Contents of this position description reflect the responsibilities, duties, and requirements at this time. Tri-Valley Opportunity Council, Inc. has the right to make changes at any time due to corporation and/or program needs.

I have read this position description, and understand the essential functions, minimum requirements and expectations of the position. I have had the opportunity to ask questions and attest that I can perform the essential functions of the position with or without reasonable accommodations.

Employee Name (print) \_\_\_\_\_

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