
POSITION TITLE: RECEPTIONIST / NAVIGATOR OF SERVICES

MAY 2024

REPORTS TO: Community Services Director

SUPERVISES: None

STATUS: Non-Exempt

SUMMARY:

The receptionist/navigator is the first point of contact for participants, community members, system partners and other guests at Rural Resources. This position uses trauma-informed communication and de-escalation strategies to provide information and support to assist program participants to locate, connect, engage, and stay involved with the services they need to achieve their goals. The position will serve as the navigator to guide individuals across different programs, agencies, and organizations.

This position should ensure that all guests are greeted and welcomed positively, in-person and on the telephone, while maintaining strict confidentiality of all participants. This position performs routine to moderately complex clerical duties using independent judgment within established procedures. This position facilitates the warm, cohesive and effective hand-offs between program participants and other RRCA staff.

GENERAL RESPONSIBILITIES:

- * Warmly greet and welcome all guests with a positive, helpful attitude.
- * Perform clerical receptionist duties, such as filing, photocopying, screens and routes incoming calls to appropriate individuals or departments, provides general information within scope of knowledge and authority, respond to calls, emails, and general inquiries in a timely manner, all while maintaining strict confidentiality.
- * Complete initial interview with program participants and their family to assess eligibility and need for services.
- * Provide empathetic and trauma-informed interventions and support to individuals in crisis.
- * Collaborate and coordinate with social service agencies, local governments, and other community partners to ensure the provision of comprehensive services and referrals.
- * Maintain quality customer service by orienting participants to RRCA, ensuring their understanding of services.
- * Develop trust-based relationships with program participants and maintain ongoing connection to ensure success.
- * Provide intake and support to all programs in the office, as needed.
- * Act as a liaison between programs providing services to participants to ensure the smooth flow of information to minimize the conflict between service providers.
- * Enter confidential data into agency database.
- * Ensure reception area is tidy and presentable, with all necessary stationery and materials (e.g. pens, forms, brochures); coordinates repair, maintenance and replacement of materials and/or equipment.
- * Maintain office security by following safety procedures and controlling access via the reception desk by issuing visitor badges; ensure security of appropriate doors, drawers, and filing cabinets.
- * Assists with special projects, data collection for agency systems and programs; as directed.
- * Review, process and code general office bills for payment.

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- * Purchase office supplies and/or equipment, postage, and other necessary supplies for the office.
- * Receive and distribute all incoming mail; as directed, prepare outgoing mail for programs; ensures proper postage; enters charges and codes on appropriate logs; sorts and bundles mail; and delivers to mailing site.
- * Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to communicate effectively and empathetically, both orally and in writing, with diverse populations and groups.
- Ability to stay calm and empathize with guests when they are upset.
- Ability to develop and implement short and long-range plans to meet program and participant needs.
- Knowledge of the impact of trauma and poverty.
- Knowledge of modern office procedures, practices and equipment.
- Knowledge of business English, grammar, spelling, punctuation and composition.
- Knowledge of computerized and manual recordkeeping systems and the ability to maintain them.
- Ability to operate standard office equipment such as a computer, postage machine, calculator, copier, etc.
- Ability to communicate effectively with visitors and staff using tact, empathy, compassion, and good judgment to provide clear explanations of program policies and procedures.
- Ability to establish and maintain effective working relationships with volunteers, agency staff and the general public.
- Ability to understand and execute oral and written instructions, policies and procedures.
- Ability to work independently and make appropriate decisions regarding work methods and priorities.
- Ability to treat sensitive information and material with strict confidentiality.
- Thorough knowledge of agency programs, policies, procedures and regulations.
- Ability to analyze and evaluate client needs and develop and implement corrective action to resolve problems.
- Ability to operate a multi-line phone using a clear well-modulated voice and good diction.

REQUIRED EDUCATION AND EXPERIENCE:

Associate degree with emphasis in administration, human services, social services, or other related field; high school diploma or GED paired with three years experience with progressive responsibility as a secretary or administrative assistance, education or experience working with vulnerable populations in poverty.

OR

Any combination of education and experience which would provide the applicant with the desired skills, knowledge and ability required to perform the job.

Preferences:

Knowledge of other area agencies helpful.

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REQUIRED CERTIFICATIONS AND LICENSES:

- Valid driver's license in state of residence.
- Auto insurance in the amount required by the State of Washington.
- Access to reliable transportation
- Acceptable completion of a criminal history background check.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to, stand, sit; talk, hear, and use hands and fingers to operate a computer and telephone, and keyboard reach.
- Specific vision abilities required by this job include close vision requirements due to computer work.
- Light to moderate lifting is required.
- Ability to uphold the stress of traveling.
- Regular, predictable attendance is required.

The work environment characteristics described are what is encountered while performing the essential functions of this job.

- Moderate noise (i.e. business office with computers, phone, and printers, light traffic).
- Ability to work in a confined area.
- Ability to sit at a computer terminal for an extended period.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

****Denotes Essential Functions***