

POSITION TITLE: **RECEPTIONIST / INTAKE COORDINATOR** (m2)

DIVISION: Victim Services

REPORTS TO: Operations Program Manager

SUPERVISES: None

STATUS: Non-Exempt

SUMMARY:

Provides information, assistance and intake of clients for Victim Services, Housing, Employment & Training, Energy, and Weatherization; assessing current needs. Develops service strategies and makes appropriate referrals internally and externally. Performs routine to moderately complex clerical duties using independent judgment within established procedures. Compiles various reports and answers client and employee questions based on Agency procedures. Answers sensitive client inquiries. Acts as staff support.

Performs general janitorial duties for the office.

Provides in person response, including but not limited to medical advocacy, to victims as needed. Serves victims in crisis as needed.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

- * Serves as confidential receptionist and intake coordinator.
- * Coordinates initial intake; screens for eligibility;
- * Reviews intake forms for accuracy and completeness of information; schedules appointments with staff as necessary.
- * Assists the public or other agencies by phone or in person; determines nature of business; provides general assistance and handouts within scope of knowledge and authority or refers to appropriate individual.
- * Receives incoming calls; screens and routes calls to appropriate individuals or departments; takes and routes messages; provides basic information within scope of knowledge and authority.
- * Receives and distributes incoming mail; as directed, prepares outgoing mail for program; monitors postage stamp inventory.
- * Types and distributes a variety of correspondence and documents; proofreads all work for grammatical composition and spelling; makes copies and collates for appropriate distribution.

- * Maintains efficient manual and automated filing systems and client databases including brochure inventory, VAMS, and the InfoNet database in accordance with general record keeping procedures and routines; enters and retrieves documents and information as necessary.
- * Plans, organizes and conducts training and technical assistance for reception and clerical assistant volunteers within scope of knowledge and authority; schedules work of assigned volunteer staff.
- * Contributes to special projects by assisting division staff.
- * Maintains staff calendar.
- * Maintains Victim/Perp Database and VAMS Client Database.
Acts as Key Operator for copier, fax machine and printers.
- * Maintains supply of required forms and files; requisitions office supplies, publications, resources and/or equipment as needed.
- * Serves as purchasing agent for staff, reconciles receiving reports and monitors gift cards.
- * Maintains reception and waiting areas in a clean and orderly manner; coordinates equipment repair, maintenance, and replacement of materials and equipment.
- * Maintains the cleanliness of the entire office by performing general janitorial duties; i.e. vacuuming, cleaning floors, dusting, emptying waste baskets, cleaning bathrooms, kitchen and windows. Also addresses the cleanup of any type of spills that happen in a timely manner. Keeps snow shoveled from walkways and applies Ice Melt as needed. Moves Garbage Cans to front of building for trash pickup.
- * Provides coordination of information between agency administration, outside agencies and the general public; provides information within scope of knowledge and authority.
- * Remains current on agency and community based resources.
- * Maintains accurate records as necessary to provide for documentation and evaluation of referrals and services.
- * Accepts donations, records and distributes information to appropriate individuals.
- * Ensures security of appropriate doors and filing cabinets.
- * Verifies attendance, reserves conference rooms, and orders food for various meetings.

- * Coordinates, schedules maintenance and manages fleet vehicles and their service records.
 - * Provides in person response, including but not limited to medical advocacy, to victims as needed.
 - * Serves victims in crisis as needed.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to treat sensitive information and material with confidentiality.
 - Ability to assess client initial needs and make referrals to appropriate staff.
 - Ability to interpret and apply department information in making work decisions and providing information to others.
 - 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 computer, typewriter, calculator, copier, multi-line telephones, etc.
- Ability to prepare reports, correspondence and documentation.
- Ability to communicate effectively with the general public using tact, courtesy and good judgment to provide clear explanations of program policies and procedures.
 - Ability to communicate effectively, both orally and in writing.
 - Ability to establish and maintain effective working relationships with agency staff, other agencies and the general public.
 - Ability to understand and execute oral and written instructions, policies and procedures.
 - Ability to operate a computer including familiarity with basic word processing programs.
 - Ability to work independently and make decisions regarding work methods and priorities.
 - Ability to operate a multi-line phone using a clear well-modulated voice and good diction.

- Ability to type 50 wpm.

REQUIRED EDUCATION AND EXPERIENCE:

Associates Degree in secretarial skills, two years' experience, with progressive responsibility, typing, data entry, and a knowledge of office procedures preferably in a social service agency; prefer training in crime victim field

or

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

REQUIRED CERTIFICATION AND LICENSES:

Valid driver's license in state of residence.

Auto insurance in the amounts required by the State of Washington.

Access to reliable transportation.

Acceptable completion of a criminal history background check.

* **ESSENTIAL FUNCTION**