



Job Description

Job title: Receptionist - bilingual
Department: Spectrum Community Services Inc.
Reports to: Energy Program Manager
Revised: October 2020
FLSA Status: Non-Exempt

General Description

Receptionist will be the first contact for the public to our non-profit agency whose clients are low-income families and seniors. Friendly, customer service focused person with great telephone and computer skills. Must be bilingual (Spanish/Cantonese/Mandarin)

Primary Responsibilities

- Ensure all incoming phone calls and customers are handled efficiently
- Perform computer skills such as: email, typing, looking up data in software system, inputting data in spreadsheets, and other activities required in process outgoing correspondence
- Send out client applications in the mail
- Return public calls requesting general information about the agency
- Perform other duties as assigned.

The minimum qualifications, physical demands and work environment characteristics described below are representative of those that must be met or will be encountered by an employee while performing the primary responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary responsibilities.

Qualifications

- Excellent phone and interpersonal skills
- Excellent verbal communication skills in English
- High School Diploma/GED required
- Ability to multi-task in a fast-paced environment
- Able to type and perform office organization, and clerical skills

- Proficient in Microsoft Outlook and Google Suite (i.e. DOCS, SHEETS)
- Able to work under pressure with minimum supervision
- Bilingual mandatory (Spanish/Cantonese/Mandarin)

Physical Demands

- While performing the duties of this job the employee is regularly required to sit, stand and move from one area to another
- Speak and hear clearly with clear enunciation in both languages on the phone
- The employee is occasionally required to bend, reach, lift and relocate up to 10 lbs.
- Vision abilities required include close vision, distance vision and ability to adjust focus

Work Environment

- The work is performed indoors.
- The office environment is temperature controlled
- The noise level in the office environment is usually quiet

General Competencies

Interpersonal

- Strive for improvement in self and for Spectrum; make recommendations for improvements
- Respond timely to requests for information, service and assistance
- Demonstrate a positive and productive attitude; have an open mind and be objective, trustworthy, honest and ethical
- Maintain a high level of professionalism and confidentiality
- Treat each Spectrum employee/manager as if they were an internal customer

Organizational

- Provide outstanding customer service to all internal and external customers
- Use and conserve organizational resources efficiently and effectively
- Prioritize and plan work activities
- Demonstrate consistency, reliability, accuracy and thoroughness
- Show respect and sensitivity toward cultural differences
- Promote a harassment and discrimination free environment
- Follow or exceed organizational standards
- Adhere to company policy and procedure; support Spectrum's goals and values

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or

significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.