



Cincinnati-Hamilton County Community Action Agency

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JOB DESCRIPTION

POSITION TITLE: Head Start Receptionist **FLSA STATUS:** Non-Exempt
DEPARTMENT: Head Start **PAY GRADE:** 3
WORK HOURS: 80 bi-weekly
HIRING RANGE: \$9.60 - \$11.52 per hour

LOCATION: Cincinnati-Hamilton County Community Action Agency (C-HCCAA)
1740 Langdon Farm Road
Cincinnati, Ohio 45237

POSITION SUMMARY:

Provides clerical assistance to support Head Start operations to ensure compliance with Head Start Performance Standards, federal, state, and local laws and regulations, and CAA policies.

ESSENTIAL JOB FUNCTIONS:

Under General Supervision:

1. Answers all incoming calls via operation of multi-line telephone equipment.
2. Takes messages for absent and occupied staff and accurately relays messages.
3. Receives and greets parents/guests, logs all visits to the location (with purpose included), and notifies staff members of visitor.
4. Performs filing duties and generally maintains office files.
5. Operates fax machine, copier, and computer.
6. Ensures that reception area of location is kept professional, clean and orderly.
7. Maintains a computerized list of the sign-in/sign-out register.
8. Receives, sorts and distributes incoming mail and departmental correspondence.
9. Maintains confidentiality in all areas for families, staff and agency records.
10. Provides clerical support with high quality service and confidentiality for the Head Start children and families.
11. Maintains a good level of attendance.
12. Performs other duties as assigned.

WORK ENVIRONMENT:

Typical office environment, with minimal exposure to excessive noise or adverse environmental issues.



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QUALIFICATIONS AND REQUIREMENTS:

The incumbent must have:

1. A High School Diploma or GED.
2. Two (2) years of work experience using Microsoft Office Software Applications.
3. Demonstrated ability to excel in a business environment.
4. Proficiency in business communication techniques, automated office equipment and telecommunications systems and equipment.
5. Experience working with diverse populations, including executives and low to moderate-income families.

6. Demonstrated ability to multi-task and prioritize duties.
7. Exceptional interpersonal skills, with self-confidence, good telephone etiquette, and attention to detail.
8. Ability to meet the following physical requirements with or without reasonable accommodation:
 - a. Use hands to manipulate, handle, feel, and control items or equipment;
 - b. Talk and hear;
 - c. See and be able to read, write, and interpret written documents;
 - d. Lift and move objects weighing up to 15 pounds.

ORGANIZATIONAL STRUCTURE:

Reports to: Principal

Manages: None

Cincinnati-Hamilton County Community Action Agency is an Equal Opportunity Employer. The Functions, Qualifications, Requirements and Physical Demands listed in this job description represent the essential functions of the job, which the incumbent must be able to perform either with or without reasonable accommodation. The listed Job Functions do not necessarily include all activities that the incumbent may perform.