

CHINESE AMERICAN SERVICE LEAGUE JOB DESCRIPTION

Page 1 of 3

| | | |
|--|--------------------------------|----------------------|
| Title: Receptionist/Customer Service Representative | Grade: 4 | |
| | | |
| Reports To: Director of Administration | FLSA Status: Non-Exempt | |
| | | |
| Supervises: None | Date Written: | Date Revised: |
| | 1/3/2019 | 1/15/2019 |

POSITION SUMMARY

The Receptionist/Customer Service Representative reports to the Director of Administration (DOA). The Receptionist/Customer Service Representative position is quite often the first person that a customer, candidate or client interacts with when making contact with Chinese American Service League (CASL), therefore, the receptionist is essentially the face and voice of the organization and for this reason they plays an extremely important role in the representation of CASL. The receptionist welcomes visitors by greeting them, in person or on the telephone; answering inquiries or making referrals. This position will direct visitors by maintaining employee and department directories; and giving instructions as well as maintain security by following procedures; and monitoring logbook.

DUTIES AND RESPONSIBILITIES

Reception:

- Greets clients and other visitors, obtains information necessary to direct them to appropriate staff, notifies personnel of visitors, and relays information about program as appropriate.
- Answers, screens, and forwards all incoming phone calls. Provides basic accurate information in-person and via phone/email.
- Oversees the reception area to ensure that the area is safe and reasonably comfortable for our clients and guests. Ensure the reception area is tidy and presentable.
- Records all outgoing mails and sorts all incoming mails.
- Organizes display rack and other handout materials.
- Communicates with other departments regarding their programs events.
- Will perform other clerical receptionist duties, such as filing, photocopying, sorting, and other ad hoc administrative duties.
- Maintains safety by complying with procedures, rules and regulations, and monitors log book. Documents and communicates actions, irregularities, and continuing needs.
- Maintains and updates company directory.

Customer Service:

- Provides translation and interpretation assistance of documents.
 - Assists with scheduling, doctor appointments, calls to utility companies, etc.
 - Provide program information – requirements/eligibility, documents needed, etc.
 - Provides monthly reports on visitors, requests made, etc.
 - Coordinates front desk schedules to ensure coverage for absences, vocations, etc. and reports to DOA.
 - Knowledgeable of and keeps up-to-date information on all events and programs.
 - Maximizes clients' utilization of CASL's services and community resources by referring them to other programs inside or outside the agency for clients' special needs.
 - Attends internal training to get updates on social benefit changes.
 - Random calls to customers/clients to get input regarding our services and the assistance that was provided.
 - Quarterly reports regarding Input from Persons Served and complaint analysis.
 - Pulling surveys from suggestion/survey box and discussing same with DOA for direction.
 - Create and/or Update survey questions and form to be given to CASL clients and customers.
-

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

MINIMUM REQUIREMENTS

Education/Experience:

- Position requires a high school diploma or equivalent.
- A minimum of one year reception/customer service experience.
- A minimum of six months clerical experience.

Skills/Knowledge:

- Ability to speak Cantonese, and Mandarin, and read Chinese and English are required.
- Knowledge of Microsoft Office.

Physical Demands:

- Must have visual, hearing and learning capabilities sufficient to perform the essential functions.
- Sit and answer phone calls at least six hours per day.

Environment and Scheduling:

- Work is performed during agency business hours, Monday to Saturday.
- Work schedule is assigned by supervisor.
- Must be flexible to work irregular hours.

CASL is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, ethnic or national origin, or any other status protected by State and Federal Law.