POSITION DESCRIPTION

Position Title: Receptionist (Temporary)
Department: LIHEAP
Division: Program Operations
Office Location: Covington Highway
Supervisor’s Title: Energy Program Coordinator

Primary Contacts: LIHEAP Clients
Travel Requirements: N/A
Primary Work Environment: Office Environment

Position Objectives:
The Receptionist is responsible for direct contact with the client coming into the office to be seen seeking assistance from the Low Income Home Energy Assistance Program (LIHEAP). The receptionist will manage appointments for all walk-in clients. The position is required to perform other tasks as they relate to the program. The Receptionist must be able to maintain client confidentiality, as well as exhibit a high customer service standard.

Essential Job Functions:
Core Job duties and responsibilities. Other duties may be assigned.

- Greet all clients entering front lobby.
- Schedule walk-in client appointments.
- Maintain a high level of customer service at all times.
- Respond to customer inquiries. Research required information using available resources.
- Handle and resolve client complaints.
- Ensure knowledge of staff moving in and out of organization.
- Maintain a generally clean and tidy front lobby.
- Receive mail and direct to appropriate department.
- Have an eye for detail and keep accurate logs.
- Route all scheduled clients to the appropriate area upon arrival.
- Follow up customer calls when necessary.
- Use good judgement and work under stress well.
- Transfer calls or inquires to the appropriate extension or department.
Knowledge, Skills, and Abilities (KSA’s) Requirements:
• High School diploma or equivalent
• Minimum 1 year office experience.
• Professional demeanor.
• Outstanding interpersonal skills.
• Excellent oral and written communication skills.
• Must have the ability to exercise sound judgement, open communication, and courtesy in performing assigned duties.
• Must exercise confidentiality with client information.
• Must be task oriented and able to meet day to day program goals.
• Organization and an eye for detail is a must.
• Ability to work effectively and harmoniously with other staff members. And hold the agency in high regard.

Physical Demands:
The physical demands listed here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities as defined in the ADA to perform the essential job functions.

While performing the duties of this job, the employee is required to have certain physical abilities. These abilities include, but are not limited to: sitting, standing, walking, bending, stopping, pushing, pulling, lifting (up to 25lbs) using hands to fingers, handing, or feeling objects, tools, or controls, talking, and hearing. Specific vision abilities required by this job include close vision, peripheral vison, and the ability to adjust focus.

Signatures:
__________________________________________
Employee

__________________________________________
Supervisor

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Division Head

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Human Resources Manager