### Reporting Relationships:
Reports to: Director of Operations

### Summary Description:
The Receptionist/Clerical Assistant is responsible for carrying out agency customer service and general office support functions, and for providing administrative support for agency management and direct service teams.

### Essential Functions:
1. Serves as lead staff person to greet and assist callers and visitors to our office.
2. Provides high quality customer service to parents, providers, Board members, and community members who call, email or visit the agency. Provides customers with information and assistance and/or directs customers to appropriate staff who can meet their needs.
3. Helps providers, in-person or by telephone, to register for training classes and enters registered students’ names into the training class database,
4. Accepts, processes and records cash, check and credit card payments made in-person at the office or charged over the telephone.
5. Balances cash register daily.
6. Enters checks and cash into Daily Deposit spreadsheet and prepares bank deposits.
7. Prepares outgoing daily mail and takes mail to the mailbox each morning and each afternoon. Prepares outgoing bulk mail.
8. Makes copies of internal office forms available for staff use.
9. Assists Professional Development, Parent Services, Provider Services, and Registration Teams with copying, mailings, room set-up, telephone calls and preparation of materials including sign-in sheets and training certificates.
10. Prepares requested Purchase Orders for staff.
11. Provides office support services including typing, correspondence, copying, collating, telephone reminders and meeting preparation.
12. Assist with maintaining Agency database (input new contacts, update contact information as needed, organization, printing mailing labels).
13. Assists Marketing Coordinator with organizing Agency outreach events by completing registration forms and coordinating staff coverage for events.
14. With Systems Administrator, maintains office equipment and assists staff in operating the equipment. Orders equipment supplies, such as toner and staples.
15. Keeps an inventory of office and kitchen supplies and purchases or orders office and kitchen supplies when needed.
16. Performs these responsibilities with the understanding that responsibilities and tasks may be modified or expanded over time.
Qualifications:

**Education:** Associates degree in Business or related field or equivalent education and experience

**Experience:** Requires 1 year office, customer service, data entry and computer experience

**Competencies:** Requires knowledge of MS Office, data entry and accounting software and proficiency in their use, ability to prioritize, attention to detail, knowledge of office procedures, strong customer service skills, effective oral and written communication, and ability to work with people from a wide range of economic, ethnic and cultural backgrounds.

**Level of responsibility:** Works under direct supervision, follows instructions and exercises some independent judgement

Working Conditions:

**Schedule:** Days; occasional evening hours; may on occasion be assigned overtime

**Work Environment:** Primarily assigned to agency's Syracuse office; may on occasion be assigned to cover Auburn office

**Travel:** Some local travel

**Customer Responsibilities and Contacts:** Extensive external customer contact and internal customer contact with agency staff.

Physical Requirements:

- Manual dexterity sufficient for frequent use of telephone, keyboard, calculator and other office equipment
- Ability to receive and convey detailed information to consumers, vendors other staff members
- Ability to sit at a desk for 6 - 7 hours per day
- Moderate physical exertion: Occasional lifting of up to 45 pounds of equipment or material

**Salary Grade:** 1