

Faith in Action for Cass County

Office Receptionist

Date: December 2022

Responsible to: Executive Director

Goal of Position:

This position provides a welcoming atmosphere, both in person and on the telephone, to care receivers, volunteers, community members and the general public. This position will also provide support to Faith in Action staff in meeting program goals efficiently and effectively. Person will need to handle requests promptly and professionally.

Duties and Responsibilities:

- Serve as the receptionist for volunteers, care receivers and guests who visit the office
- Answer telephone calls and respond, redirect or take messages as needed
- Call coordinators or volunteers to fill care receiver requests
- Complete necessary paperwork
- Enter information in program database
- Provide support with direct mailings, i.e., birthday and thank you cards
- Light office cleaning daily
- Other duties as assigned by the Executive Director or other staff
- Represent Faith in Action for Cass County in a positive and professional manner
- Treat volunteers, care receivers, and donors with respect

Qualified candidate will have a willingness to learn and improve:

- Effective verbal and written communication skills
- Ability to work independently and as a team player
- Pleasant phone voice and comfortable calling and asking for information
- Ability to promote a high quality of service
- Ability to adjust to changing priorities
- Ability to handle confidential materials and situations with professionalism, sensitivity and discretion
- Understanding and appreciation for cultural awareness of living in poverty, of Native American traditions and of faith-based volunteerism

Position Requirements:

Part-time approx. 20 hours as directed by the ED on Mondays through Fridays working from the Faith in Action office currently housed in Hackensack, MN. Must be people-oriented and comfortable working with a wide variety of people. Must pass background check. Must comply with FIACC Employee Handbook. Must have dependable transportation, positive attitude, ability to handle personal information with a high level of confidentiality, commitment to the Faith in Action for Cass County mission and vision.

Qualifications:

- Office communication and organizational skills
- Respect for diversity
- Willingness to learn
- Computer Skills – basic use of Word and Excel

Training Provided on the Job:

- Computer Skills – Word, Excel, Publisher and data entry