



Hmong Cultural Center of Butte County

Job Description

Job Title: Receptionist

Report To: Program Manager

Starting Hourly Wage: \$17.00

SUMMARY OF BASIC PURPOSE

The mission of the Hmong Cultural Center of Butte County (HCCBC) is to “Improve of the live of individual and families through culturally sensitive education, advocacy, and support and services.”

Involvement in fulfilling the aspect of the HCCBC Mission Statement within his/her life. The essential duty for the Receptionist position is answering moderate to heavy traffic incoming telephone calls and greeting and directing people that enter the HCCBC Center. This individual should be able to present him or herself in a professional and friendly manner. The Receptionist will give clerical support to staff and coordinate and implement various duties as assigned. Must demonstrate sensitivity to our service population’s cultural and socioeconomic characteristics and needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES In addition to program duties and responsibilities, include the following:

- Maintain professionalism in line with HCCBC policies and standards.
- Answer and screen multiple phone calls; problem-solve to direct correctly.
- Welcome on-site visitors; direct and announce clients.
- Answer appropriate questions as directed about the HCCBC.
- Maintain HCCBC room reservations.
- Track individual room use counts.
- Track flow of clients in/out of building.
- Maintain high level of confidentiality as it relates to clients, personnel, the agency & all records/documents.
- Possess ability to direct community members to appropriate resources such as crisis services.
- Keep track of locations/appointments of HCCBC staff.
- Provide clerical support to HCCBC staff. Prepare agendas, set up meeting rooms, and take minutes for HCCBC staff.
- Organize and maintain file systems.
- Order and maintain supplies for HCCBC.
- Receive, date stamp, sort, and route incoming mail and messages.
- Track and ensure copy, fax machines and mail/postage billing..
- Oversee maintenance of office equipment.
- Maintain HCCBC common areas in a neat, welcoming, and clean manner.
- Coordinate seasonal and special celebration decorations in lobby area.
- Maintain kitchen and refrigerator.
- Keep lobby calendar, brochure racks, and information boards up to date.
- Opening and closing of the facilities
- Keep petty cash balanced
- Attend staff meetings and other agency meetings as necessary.
- Perform other duties and special projects as assigned.

- Regular attendance.
- Conducts one time intake form
- Other duties as assigned

DESIRED QUALIFICATIONS

- Knowledge and understanding of Hmong history, culture, traditions, community, and its leaders.
- Ability to work well with targeted population.
- Demonstrate excellent people skills.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Design - Uses feedback to modify designs; Demonstrates attention to detail.
- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Technical Skills - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.
- Customer Service - Responds promptly to customer needs; responds to requests for service and assistance.
- Interpersonal Skills - Maintains confidentiality.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.
- Written Communication - Writes clearly and informatively; able to read and interpret written information.
- Teamwork - Exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- Diversity - Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; builds a diverse workforce.
- Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works ethically and with integrity; upholds organizational values.
- Organizational Support - Follows policies and procedures.
- Judgment - Exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate members of the staff in decision-making process.
- Adaptability - Adapts to changes in the work environment; able to deal with frequent changes, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

- Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; completes tasks on time or notifies appropriate person with an alternate plan.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily under general supervision of the Program Manager. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read, write, and speak fluently in Hmong and English.

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to IF and other employees of the organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have knowledge of Microsoft Excel Spreadsheet software and Microsoft Word Processing software.

Certificates, Licenses, Registrations

Current California driver license

Other Qualifications

Must have a reliable transportation to and from work.

Physical Demands

The physical demands described 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 to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand; walk; reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.