

**#367 Receptionist**  
Classification Level 5  
Kenosha Achievement Center, Inc.  
1218 – 79<sup>th</sup> Street, Kenosha, WI 53143

**Internal: 10/19/2018      External: 10/23/18**

**Hourly Rate: \$9.96 – 15.53**

**Hours: 7:30 a.m. – 2:00 p.m.**

**Apply To: T. Sorenson**

**REPORTS TO:** Executive & Human Resource Assistant

**HAS DIRECT REPORTS?** No

**JOB SUMMARY:**

Since 1963 the Kenosha Achievement Center (KAC) has been creating opportunities for the personal growth and success of persons with special needs. KAC does this by removing barriers, changing perceptions and building confidence.

This position acts as the agency's first line of contact with the public. The position requires excellent communication skills. Individual must be able to meet and deal with a wide variety of people and situations and maintain a calm attitude under pressure.

**TYPICAL RESPONSIBILITIES:**

1. Greet visitors using security system with effective communication skills using similar techniques with telephone callers.
2. Open mail and receipt all incoming cash and checks.
3. Responsible for outgoing mail and postage meter.
4. Maintain logs of external applications, EEO forms, participant expectations, and transportation tickets as well as participant caseload and staffing schedule.
5. Purchase office supplies at the most cost effective prices.
6. Type participant records and maintain confidentiality.
7. Backup in all areas of office duties to ensure smooth and timely completion of work within the clerical department.
8. Responsible for the safety of all staff members and persons served with this position.
9. Participate in required amount and type of staff development activity as specified by annual staff performance plan including engaging in a process of continuously improving cultural proficiency and the ability to work with a diverse population.
10. Complete assigned Strategic Action Plan work activities and Annual Performance Growth Plan.
11. Perform other duties as assigned by supervisor.

**OCCASIONAL RESPONSIBILITIES:**

1. Provides personal care to participants as needed.
2. Serves on Committees as required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

**KAC IS AN EQUAL OPPORTUNITY EMPLOYER**

Revised 10/19/2018

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**MINIMUM QUALIFICATIONS:**

- High school diploma or equivalent, with at least one years' experience in a receptionist role or equal combination of both secretarial education and experience.
- Knowledge of the Windows environment and experience with Microsoft Word and Excel.
- Requires good communication skills with ability to hear, speak, fine manipulation of fingers to operate keyboard and switchboard.
- Demonstrate knowledge of cultural and linguistic competency principles and the ability to work effectively with culturally diverse staff, participants and stakeholders.

**PREFERRED QUALIFICATIONS:**

- Post high school education
- Three years of administrative experience

**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 frequently required to sit, stand, walk, kneel and stoop. Approximately 15% of time will be spent walking or standing. The ability to see, hear, touch and speak is critical to this job. Physical dexterity requirements of the job include the use of a telephone, computer/electronic equipment, and the ability to manipulate small objects. The ability to distinguish colors, taste and smell is useful.

The employee must lift, push & pull a minimum of 20 pounds at waist height up to 25 feet occasionally, walk up & down steps, bend & climb step ladder. Specific vision abilities required by the job include close vision and the ability to adjust focus.

The mental efforts required on a daily basis include those related to reading, writing, basic arithmetic, mathematics, weighing and/or measuring, visualizing conclusions, analyzing data, searching for solutions, creating methodologies, conducting research, managing resources and evaluating the performance of others.

**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.

The noise level of the work environment is normal. The condition of the air is normal. The surface on which work is performed is level.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.