

SAN ANDREAS REGIONAL CENTER

POSITION OPENING NOTICE

POSITION TITLE: Unit Secretary / Receptionist

NUMBER OF OPENINGS: One

SALARY RANGE: \$2409.00 - \$2929.00 Monthly

LOCATION: Campbell

Regular

Full-Time

Temporary

Part-time

POSITION DESCRIPTION:

Under limited supervision, the Receptionist performs a wide variety of reception and clerical assignments in service to and support of the public, San Andreas Consumers and their families, Regional Center staff, vendors and community partners. As the first point of contact, the Receptionist must be knowledgeable of the services the Regional Center provides, the organizational structure, electronic systems, proprietary data bases, protocols and policies.

ESSENTIAL JOB FUNCTIONS:

- Fluency in Spanish and English languages, both oral and written.
- Use of an automobile, possession of a valid California Driver's License and automobile liability insurance for the minimum prescribed by law or the ability to provide for independent transportation.
- The ability to:
 - Navigate the internet's electronic resources to access required information and an ability to operate Windows based applications.
 - Sit for extended periods of time and the ability to reach, twist and turn to access required equipment and resources.
 - Lift and carry up to 20 lbs.*

DUTIES AND RESPONSIBILITIES:

- Receives phone calls and visitors in an assigned area, determines the nature of their business, and offers assistance by directing them to the appropriate person or process or by contacting the appropriate staff person capable of assisting the caller/visitor.
- Answers routine inquiries about location, services, functions, procedures, policies of the San Andreas Regional Center.
- Operates a large (larger than 15 line) PBX telephone console to receive and route incoming calls and messages.
- Attends to all visitors in an assigned area, identifies potentially dangerous or disturbed individuals and takes appropriate action in accordance with SARC security systems and safety protocols.
- Accesses Windows based programs, internet resources and proprietary data base systems to retrieve information necessary to accomplish assigned tasks and responsibilities.
- Manages all room reservations in the facility.
- Receives and processes a variety of deliveries such as, hand delivered mail and packages and assists in project work such as processing bulk mailings.
- Maintains various logs, lists and inventories to ensure they are accurate and current.

- Sets up and maintains documents and folders and prepares new folders as needed.
- Copies and assembles materials such as documents, handouts, packets, and reports.
- Operates a variety of standard office machines; performs simple equipment trouble shooting and maintenance.
- Other administrative support and reception duties as may be required.

EMPLOYMENT STANDARDS

Education, training and experience equivalent to the possession of a high school diploma and 3 year of increasingly responsible clerical work experience with high public contact.

KNOWLEDGE OF:

- Basic office practices and procedures, including filing systems, reference sources and operation of standard office machines.
- Principles and practices for excellent customer service, including the handling of irate and distressed people.
- Telephone procedures and etiquette and large multi-line (15 or more) PBX phone systems.
- Basic mathematics (for simple calculations).

ABILITY TO:

- Communicate effectively and deal tactfully and courteously with the public, consumers and their families, and technical and professional personnel.
- Manage and serve a high volume of phone, email and person contacts.
- Learn and operate proprietary data base systems.
- Use a keyboard with moderate speed and a high level of accuracy.
- Follow and understand oral and written instructions.
- Perform a variety of clerical work involving independent judgment.
- Learn specific operations, functions, protocols of the Regional Center.
- Prioritize to meet deadlines.
- Operate standard office equipment.

BENEFITS INCLUDE:

- CalPERS Retirement System
- Employer paid medical insurance for employees
- 37.5 hour work week
- Longevity Bonus

DATE POSTED: **January 8, 2010**

DEADLINE: **Until Filled**

SEND RESUME TO: Maile Llewellyn
 Executive Secretary
 San Andreas Regional Center
 P.O. Box 50002
 San Jose, CA 95150
 Fax: (408) 379-9038 or E-Mail: samaile@sarc.org