

# BMAC Job Opening:

## RECEPTIONIST

Blue Mountain Action Council (BMAC) seeks an energetic, welcoming and compassionate person to join our team as a full-time receptionist in our busy Walla Walla office.

BMAC serves low-income clients, many of whom are in crisis, and the receptionist is their first point of contact. The receptionist must be friendly and tactful, and be knowledgeable about BMAC's many programs to initially determine clients' and other visitors' needs to guide them to the proper staff. The receptionist answers an eight-line phone system. Other duties include operating office machinery, including copiers and postage meter; accepting and recording payments and donations; unlocking/locking main door; scheduling appointments for some programs; database entry; regular clerical duties and seasonal duties. *Please read the full job description on the following pages.*

This position pays \$15.25 to \$19.62 per hour, depending on qualifications (DOQ). Benefits include group health insurance (medical, dental, vision); 11 paid holidays/year; paid time off (sick leave and vacation combined); and 401(k) retirement plan.

Qualifications include:

1. Must be clean and neatly groomed, and have a pleasant, courteous manner.
2. High school diploma or GED.
3. Additional education/experience requirements:
  - a. One (1) year of college and one (1) year of work experience;
  - or
  - b. A combination of two (2) years of education and/or work experience.
1. Experience working with Microsoft Office.

### Application instructions and deadline

Submit your résumé and a completed BMAC Job Application\* to the BMAC HR Office via email at [bmac@bmacww.org](mailto:bmac@bmacww.org) or to our office at 1520 Kelly Pl, Ste 140, Walla Walla WA 99362. If emailing, include your name in the attachments' titles. *Firm deadline:* BMAC must receive both documents no later than 5 p.m. Monday, Dec. 17, 2018.

\*The job application is available on our website at [https://www.bmacww.org/images/BMAC\\_job\\_app\\_MASTER.pdf](https://www.bmacww.org/images/BMAC_job_app_MASTER.pdf)

#### *About BMAC and the place we call home*

*Established in 1966, Blue Mountain Action Council is a 501(c)(3) nonprofit community action partnership located in Walla Walla, serving low-income people in multiple southeastern Washington counties. BMAC is a primary community resource, consistently providing a much-needed umbrella of services ranging from housing and job training/placement to nutrition and neighborhood revitalization. We help with compassion and respect. EOE, AA, M/F/Vet/Disability, Drug-Free Workplace.*

*To learn about us and our services, visit <https://www.bmacww.org>.*

BLUE MOUNTAIN ACTION COUNCIL  
Walla Walla, Wash.

JOB DESCRIPTION

POSITION TITLE:	<b>Receptionist</b>	REPORTS TO:	CEO
EMPLOYMENT STATUS:	Nonexempt	SUPERVISES:	No one

**HOURS OF WORK:** May work up to 40 hours per week, based on funding and need. Office hours primarily 8 a.m.-noon and 1-5 p.m.

**SALARY:** Levels 8-10, DOQ (depending on qualifications)

**GENERAL DESCRIPTION/BASIC FUNCTION:** The receptionist provides support to administrative and program staff in a multi-program community services agency. The duties are performed in a busy main office where the receptionist greets clients and other visitors; answers an eight-line telephone system; operates copiers, fax machine, postage machine, and computer; accepts and initially records payments and donations; unlocks and locks main office doors; regular clerical duties and other intermittent and seasonal duties. This position is the first point of contact for all callers and visitors; it requires friendliness and tact. Knowledge of all of the agency's programs will be necessary to initially determine clients' and others' needs and to then guide them to the proper staff and/or programs.

**WORK CONDITIONS AND SITE:** Work to take place in an office setting, primarily at (but not limited to) the receptionist office's desk. Requires some local driving.

**ESSENTIAL FUNCTIONS:** *Includes the following. Other duties may be assigned.*

1. Receptionist duties
  - A. Answer multiple-line telephone system for the office.
  - B. Screen incoming calls for connection with the appropriate person/program.
  - C. Screen "walk-in" clients and refer to the appropriate staff/program, take a message, or make referral to other agencies/organizations.
  - D. Track all calls and client walk-ins by program, record in database.
  - E. Receive and record incoming faxes and give to appropriate recipient; assist staff with faxes as needed.
  - F. Notify staff of Faxes and packages that have arrived.
  - G. Keep reception and lobby areas neat, orderly and clean during working hours (replacing chairs, picking up toys, arranging magazines neatly).
2. Information sharing/retention
  - A. Keep bulletin board updated.
  - B. Keep the lobby information centers stocked and neat.
3. Mail
  - a. Date-stamp and distribute all incoming mail.
  - b. Post all checks.
4. Clerical duties
  - a. Type and make copies of staff-generated reports, grants, forms, correspondence, etc.
  - b. Reconcile stamp meter and supplies monthly.
  - c. Track, by program, all toll-free (800) calls made to agency.
  - d. Assist staff with data processing, including tracking CSFP, vouchers, etc.
  - e. Assist staff with all phases of correspondence: composition, editing, spell checking, typing, printing, and mailing.
  - f. Data entry as required.
  - g. Tracking calls and client walk-ins or other information for programs as requested.
  - h. Record in receipts ledger and database all incoming checks and cash, and deposit in safe for Fiscal Department pick-up.
  - i. Date-stamp all job applications, place in HR's mailbox, and email HR.
  - j. Other administrative support as requested.

#### BASIC PERFORMANCE EXPECTATIONS OF ALL STAFF:

1. Comply with all program and Blue Mountain Action Council policies and procedures, and with the confidentiality agreement(s).
2. Possess/be willing to develop strong communication and interpersonal skills.
  - a. Ability to work independently as well as with a team to achieve objectives and assignments.
  - b. Ability to use good interpersonal relationship skills.
  - c. Ability to follow written and verbal instructions.
3. Model respectful workplace expectations:
  - a. Work respectfully with diverse populations and lifestyles, treating all with respect, honesty, consideration, and cooperation.
  - b. Embody teamwork and cooperation within and across departments and with the public.
  - c. Keep your department manager apprised of important matters ongoing within the department.
  - d. Serve as a positive example to other personnel with regard to workplace actions, decisions, work skills, attitude, and adherence to workplace policy and procedures.
  - e. Be honest, fair, and dependable.
  - f. Demonstrate regular and timely attendance.
4. Meeting and training expectations:
  - a. Attend all scheduled staff meetings.
  - b. Attend training sessions as required by the funding source or the agency.
  - c. Attend any other meetings or trainings as required.

#### SKILLS AND ABILITIES REQUIRED:

1. Ability to provide excellent customer service and work well with staff, board of directors, and the community at large.
2. Ability to learn basics about all BMAC programs to properly refer callers and walk-in clients.
3. Fluency in English and Spanish languages.
4. Working knowledge of computer operations; be comfortable using various software programs including Microsoft Word, Publisher, Excel and Access.
5. Type at least forty (40) wpm.
6. Demonstrate good organizational/time management abilities.
7. Ability to write legibly.
8. Ability and willingness to learn new skills.

*PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the job's essential functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The employee is frequently required to work at a desk/computer station and to operate a multi-line telephone system, computer and keyboard, and often uses centrally located/shared copier and fax equipment. Must occasionally lift/move boxes (up to 30 pounds), primarily to keep mailroom supplies filled.

#### QUALIFICATIONS

1. Have a pleasant, courteous manner.
2. High school diploma or GED.
3. Additional education requirements:
  - a. One (1) year of college and one (1) year of work experience
  - or
  - b. A combination of two (2) years of education and/or work experience.
4. Experience working with Microsoft Office.

*NOTE: This job description is a general description of essential job functions. It is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform. All employees of BMAC are expected to perform tasks as assigned by supervisory/management personnel, regardless of job title or routine job duties.*