

TOWN OF SHARON

JOB DESCRIPTION

Title of Position: Receptionist-Aide

Department/Appointing Authority: Council on Aging & Adult Center

Date: 10/24/12

Originator: Norma Simons Fitzgerald

Personnel Board Use Only

Classification: Not Applicable

Effective Date of Classification:

Classification Authority: ☐ Personnel Board ☐ Collective Bargaining

1. Summary Description

Responsible for initial face-to-face and phone contact with new or ongoing facility users/visitors from diverse backgrounds, providing basic information & assistance, preregistration for programs and activities, referrals to appropriate staff and emergencies, related statistics, data entry, and other clerical/program support; assists Office Mgr./other staff in scheduling, dispatching vehicles, and other similar tasks.

2. Essential Functions

The essential functions or duties listed below 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.

Essential functions:

Responds to initial or other inquiries about programs, services, community resources from multicultural, often multilingual persons elders and others by phone, in person and online. Takes information and accepts fees as required to complete applications, registration for programs and services. Provides basic information and referral regarding concrete resources and/or to appropriate staff. Records statistics and information into client/agency database using specialized software. Assists staff with recording, scheduling, dispatching Council on Aging vehicles for Adult Center programs, errands, trips and medical appointments and may occasional drive client to/from home.

Assists staff with preparation for daily programs and activities and other related functions including limited help with minor setups, refreshments for programs. Assists or provides orientation to volunteer receptionists and other volunteers involved with program setup, data entry, related.

Carrying out these functions requires the ability to record information quickly, accurately (manually and using special software) in a busy, often noisy environment. Work with elders from a largely diverse community as well as the general public, the candidate must be able to exercise a high degree of understanding, compassion, tact, courtesy, and patience, maintain confidentiality and professionalism and act in a non-judgmental manner. Due to weather related closings, delays/other unanticipated events, may be required to make contacts with clients, physicians' offices, etc. from home/off-site during regular or off-hours.

3. Supervision

Does not supervise but oversees or provides orientation and list of tasks and support for volunteer receptionists, drivers, and "ambassadors" of the Adult Center

4. Reporting Structure

Reports to Executive Director of the Council on Aging, following department policies, requiring the ability to complete assigned tasks according to a prescribed time schedule; all questionable cases are referred to the supervisor. Daily schedule provided by Office Manager &/or other staff as required/needed with approval of Director

5. Physical Environment

Majority of work is performed at the Adult Center at Reception Desk which is a clean comfortable setting but noisy environment. Kitchen tasks may require some lifting of pots, pushing of carts, handling of knives, trays, foods and some washing of utensils. Occasional work performed driving a car, pushing a wheelchair or lifting a walker or similar appliance/aid. Environment can be stressful due to frequent distractions, interruptions and occasional medical/other emergencies. Flexible work schedule - primarily weekdays (1/2) with occasional early morning, evening, weekend work

Work may be performed both indoors and outdoors.

May be called upon to drive Town vehicle (sedan, or else van/bus if so licensed).

Exposure to some stress factors including persons exhibiting depression, hygiene, and other conditions. Limited but possible exposure to bodily fluids. Exposure to usual risks related with driving.

6. Education/Basic Knowledge

High school graduation and two years experience in clerical, secretarial, or administrative work; some training and experience and working with the elderly or disabled; or an equivalent combination of education and experience. Ability to deal tactfully and appropriately with the elderly and other populations. Requires working knowledge of general office practices and procedures including use of standard office equipment, computers, common kitchen equipment and utensils, and ability to use/learn to use two way radios for dispatching.

Must possess valid MA driver's license and have good driving record
CPR training and certification will be required; willingness and ability to perform CPR and use AED (defibrillator) equipment if called upon to do so
CORI (Criminal Offender Record Information) check is required.

7. Experience

Prefer 2 years or more experience working/volunteering with elderly or disabled or equivalent combination of education and experience

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 requirements of the job change.