



## **Community Advocates**

### **Energy Assistance/Utility Receptionist**

**Deadline to Apply:** 02/16/2018

#### **Job Description:**

This seasonal/temporary position is responsible for the professional and efficient managing of consumers, visitors, telephone calls and messages, as well as a variety of clerical duties that support energy assistance/utilities services, information and referrals, and the operation and presentation of a professional office.

**Location:** Milwaukee, WI

**Position Type:** Full-time

**Compensation:** Wages commensurate with experience.

**Type of Employment:** Direct Hire

#### **Responsibilities:**

1. Able to communicate effectively with Spanish and Hmong-speaking consumers.
2. Ensures knowledge of staff whereabouts and maintains accurate and complete sign-in/sign-out procedures for on-site staff and consumers.
3. Promptly, accurately, professionally and courteously receives 100% of all telephone calls and visitors.
4. Promptly, accurately, professionally and courteously assesses 100% of received calls/inquiries and directs and/or records and relays messages.
5. Adept at using all features of the telephone system and voice mail.
6. Assists consumers/volunteers/visitors with parking properly at the office.
7. When on duty, ensures the reception station is staffed 100% of the time.
8. Signs for deliveries when necessary and notifies recipients.
9. As needed, informs supervisor in advance as to supply needs and if office appliances are not functioning properly.
10. Ensures that common areas are equipped with office supplies as needed.
11. Maintains a thorough working knowledge of and adheres to organization/project policies, regulations and procedures.
12. Keeps immediate supervisor well-informed of activities, results of efforts

and problems identified or potential problems, recommends corrective actions to immediate supervisor.

13. Respects confidentiality in discussing participant/consumer, staff, volunteers and organizational matters

14. Maintains confidentiality of organization fiscal and personnel related information.

15. Performs routine office tasks necessary for the operation and presentation of a professional office as observed by the supervisor.

16. As needed, assists with clerical tasks to include typing, filing, proofreading, maintaining service logs and data entry.

17. Exhibits genuine concern for participants and always conducts oneself appropriately and professionally.

18. Reports to work regularly and on time.

19. Assists in other duties as needed and directed.

**Qualifications:**

High school diploma or GED required. Some college preferred.

**Benefits and other compensation:**

Paid holidays.

**Other information:**

Pre-employment background check and drug screen required.

To apply for employment at Community Advocates, send a resume and cover letter to [jobs@communityadvocates.net](mailto:jobs@communityadvocates.net).

Please include the title of the position to which you are applying in the Subject Line of your e-mail.