

Champaign County Regional Planning Commission

POSITION DESCRIPTION

Position Title: Receptionist (Workforce Development)

Reports to: Executive Assistant – Workforce Development

Supervises: None

FLSA Status: Non-Exempt

Pay Grade: 2

General Duties:

Performs general reception duties for the Illinois WorkNet Center, including answering telephones and routing to appropriate departmental contacts, welcomes all visitors to center and identifies service needs, and provides general clerical support such as typing, filing, and data entry. This position will ensure delivery of assigned duties and program services in accordance with the Agency Vision, Mission, and Values and applicable program contracts, manuals, and guidelines.

Specific Duties and Responsibilities:

- Maintains the reception area, foyer, and Resource Room within the Illinois WorkNet Center to ensure an inviting, professional, clean atmosphere.
- Answer client inquiries and requests for services and refers clients to appropriate department staff.
- Answer telephone and takes messages or refers caller to appropriate employee or division.
- Compiles statistical and other data and enter data into computer system utilizing a variety of software programs.
- Acts as the primary point of contact for referrals from and to Title I and utilizes the common referral system for tracking and follow up.
- Reviews initial applications for WIOA services and performs follow up
- Coordinates scheduling of facilities usage such as conference rooms, classrooms, and assessment rooms
- Provides support to walk-in customers by assisting in the Resource Room
- Photocopies grants, reports, mailings, and other correspondence as needed.
- Type reports, letters, grant applications and other forms of correspondence.
- Other duties as required.

Required Knowledge, Skills, Characteristics and Abilities:

- Good knowledge of modern office procedures and office equipment.

- Must be detailed-oriented and possess good organizational skills.
- Ability to establish and maintain good working relationships with staff and public.
- Ability to make routine mathematical computations, enter data accurately, communicate messages accurately and efficiently, and to present a good public relations image of the RPC and all partners of the Illinois WorkNet Center to outside callers.
- Must have good oral and written communication skills.
- Must be able to use email and word processing, be willing to learn new computer software programs, and attend training in other areas deemed necessary by the Program Manager or Director.
- Must possess physical ability needed to maintain hard copy filing systems.
- Knowledge, skills, and secretarial knowledge equivalent to completion of four years of high school with training in computer software applications.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Occasionally travel to meetings, training, service delivery, and other work sites.
- Perform program related functions sitting/standing at a desk approximately 85% of workweek.
- Ability to make effective decisions that consistently benefit the program and organization.
- Ability to communicate effectively with co-workers, clients, and stakeholders that glean positive results for the agency.
- Ability to demonstrate proficiency of computer software necessary to support the goals of the program.
- Lift and carry equipment necessary to complete work, approximately 20 pounds.

Competencies:

- **Problem Solving/Analysis:** Even in the most complex situations, breaks down problems into their fundamental parts, identifies their root causes, analyzes costs, benefits, risks, and chances for success of potential solutions, and creatively attacks problems in ways that lead to innovative solutions.
- **Decision Making:** The thought process of selecting a logical choice from the available options. When trying to make a good decision, a person must weigh the positives and negatives of each option, and consider all the alternatives. For effective decision making, a person must be able to forecast the outcome of each option as well, and based on all these items, determine which option is the best for that particular situation.
- **Interpersonal Skills:** The qualities and behaviors a person uses to interact with others properly. An employee's ability to work well with others while performing their job. Knowledge of social expectations and customs. Sometimes described as social intelligence, which relies on paying attention to the actions and speech of others and interpreting them correctly as part of forming a response.

- **Time Management:** The process of planning and exercising conscious control of time spent on specific activities, especially to increase effectiveness, efficiency, and productivity. It involves a juggling act of various demands with the finiteness of time.
- **Ethical Conduct:** Demonstrates a sense of agency responsibility. Driven by positive moral principles that govern their approach to their work.
- **Motivation to Succeed:** The willingness to take self-directed or self-motivated actions to do more than is expected in the job with the aim of improving job performance and finding or creating new opportunities. Actively looks for challenges and is committed to meeting them. Enables others to acquire the tools and support they need to continuously improve their respective performance levels. Shows eagerness to develop. Is proactive in searching for new opportunities for both, himself/herself and for the organization, and follows up on these. Is willing to go beyond the requirements of the job and take on responsibilities that are not considered his/her own.
- **Collaboration:** Ability to work cooperatively with others, to be part of a team, to work together, as opposed to working separately or competitively. Collaboration applies when a person is a member of a group of people functioning as a team, but not the leader. Acts to promote good working relationships regardless of personal likes or dislikes; breaks down barriers across groups; builds good morale or cooperation within the team, including creating symbols of group identity or other actions to build cohesiveness; encourages or facilitates beneficial resolution to conflict.
- **Communication Proficiency:** Demonstrates the ability to speak to a variety of audiences in an effective and understandable manner; presents complex program related information to internal and external stakeholders; capable of communicating information in a variety of ways based on the audience.

Work Environment:

- Office work will be performed in an open cubicle environment sometimes involving distractions.
- Frequent near-vision use for reading and computer work.
- Evening and weekend availability is required as needs of the program dictate.

Disclaimer:

The job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.

Signature of Employee _____

Date _____

Revision Date: 4/5/21