

**ADRC RECEPTIONIST - AGING AND DISABILITY RESOURCE CENTER/
COLUMBIA COUNTY HEALTH AND HUMAN SERVICE DEPARTMENT**

POSITION DESCRIPTION

I. Position Summary

This position is in the Aging and Disability Resource Center within the Health and Human Services Department. This position works Monday through Friday. Interacts with consumers with a trauma informed approach and understanding. The individual in this position performs a variety of moderately complex office procedures according to a prescribed practice. This position reports to the Aging and Disability Resource Center (ADRC) Director.

II. Essential Duties and Responsibilities.

1. Responsible for the day-to-day operations of the ADRC office
2. Ability to perform a variety of moderately complex and clerical procedures
3. Filing, typing, assisting public
4. Ability to create, protect, store and dispose of agency records and data bases according to State statutes and County ordinances
5. Distribute materials to appropriate staff
6. Provide back-up to other ADRC areas as assigned
7. Answering the telephone, forwarding calls and/or taking messages
8. Maintain office supplies and office equipment, such as faxes, scanners, copiers, etc.
9. Prepare forms and correspondence
10. Maintains statistics for In-house, Local, State, & Federal reporting as assigned
11. Maintains confidentiality regarding recipients
12. Promotes ADRC services and programs
13. Collaboration with contracted agencies regarding scheduling and supplies
14. Assist with coordinating Volunteers and interns
15. Perform additional related duties as may be required or assigned

III. Education Requirements

1. Must be able to operate computer, phone, fax, and copier. Working knowledge of Microsoft Word and Excel, Internet capability.
 2. Must meet one of the following criteria:
 - Associate Degree from an accredited vocational, college, or technical school in a field related to the required knowledge, skills, and abilities, and a minimum of one (1) year of responsible experience, **OR**
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- High School diploma or its equivalent supplemented by post high school course work at a vocational, college, or technical school and a minimum of three (3) years of responsible experience in a related field

IV. Knowledge, Skills, Licensure and Experience Required.

1. Excellent written and verbal communication skills
2. Considerable knowledge of agency operations and procedures
3. Ability to function under pressure from clients and deadlines
4. Ability to establish and maintain effective public and working relationships
5. Ability to maintain confidentiality of all client related concerns
6. Ability to relate warmly and sensitively toward adults, and aging, which includes exercising a high degree of diplomacy and good judgement
7. Ability to use mathematics accurately
8. Flexible and creative attitude
9. Ability to use general office equipment
10. Possess valid Wisconsin Drivers' license
11. Ability to work with a minimum of supervision once all job duties and assignments are learned

V. Physical Requirements

1. Ability to lift/carry/push/pull at least 50 pounds
2. Frequent bending, lifting, twisting, stretching, squatting, sitting, standing and walking
3. Visual acuity
4. Ability to hear normal conversation
5. Ability to communicate in a clear manner
6. Good manual dexterity of hands and fingers
7. Flexible schedule to accommodate clients' schedules.

The position description should not be interpreted as all-inclusive. The intention is to identify major responsibilities and requirements of this position. There may be requests to perform job-related responsibilities and tasks other than those stated on this description.

6/5/19