



TESSA JOB DESCRIPTION

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| JOB TITLE: | Administration Flex-Staff |
| REPORT TO: | Director of Finance & Operations |
| TIME REQUIREMENT: | 5 Hours/Week Non-Exempt |
| PAY RATE: | \$12.56/hr - \$16.83/hr DOE |

SYNOPSIS: The person in this position is responsible for a variety of clerical and receptionist duties to provide coverage at the Front Desk during routine business hours and support services for the agency as required.

RESPONSIBILITIES:

RECEPTIONIST/CLIENT SERVICES

- Treats clients with empathy, respect and dignity.
- Keep all client information confidential as directed by the client.
- Develop knowledge and expertise regarding domestic violence and sexual assault.
- Screens, prioritizes, and routes incoming phone calls on multi-line phone system.
- Greets visitors and clients and directs them to appropriate staff.
- Responds to inquiries with support, information, and referrals.
- Provides education and information to the client to support informed choices.
- Delivers programs and services in a manner that is respectful and sensitive to the client's cultural experience.
- Work cooperatively with other departments and individuals involved with the client to assure comprehensive service delivery to the client and children.
- Develops multicultural services, programming, and outreach as appropriate.
- Understands department objectives and how they relate to the goals of the agency.
- Prevents, identifies, and removes discriminatory barriers in services provided.

CASH RECEIPTS

- Collect payment from clients for program services including individual counseling and group sessions.
- Handle cash
- Maintain records of the receipt of cash from clients.
- Prepare log of all cash and/or checks received for other than program services.

CLERICAL

- Utilize computer skills to prepare memos, letters, and various correspondences.
- Copy forms, reports, etc. and maintain reference files for staff use.
- Coordinate copies sent to third party; orders, receives, reviews, distributes, and prepares payment request.



- Create, maintain, and update all forms.
- Files and/or alphabetized various documents.
- Pick up from post office, sort, and distribute the mail daily.
- Upkeep of the brochure rack and supplies.
- Prepare group graduation and training certificates.
- Assist staff with projects as requested.

CULTURAL INCLUSIVITY

- Recognize that we hold attitudes and beliefs that can detrimentally influence our perceptions of and interactions with individuals who are diverse from ourselves.
- Recognize the importance of multicultural sensitivity, responsiveness to, knowledge of, and understanding about diversity.
- Apply the principles of multiculturalism and diversity in training and staff development.
- Apply culturally appropriate skills in all interactions with clients, co-workers, volunteers, partner agencies, and other community members.
- Use organizational change processes to support culturally informed organizational policies & procedures.

OTHER

- Commit to TESSA's organizational mission, vision, and operating philosophy.
- Responsible for scheduling and coordinating maintenance and repairs of the office equipment.
- Maintains and monitors petty cash account and postage meter.
- Responsible for completing all responsibly and essential functions during assigned hours including building opening/closing activities.
- Attend relevant meetings, trainings, and in-services as assigned.
- Other duties and projects as requested by supervisor.

QUALIFICATIONS AND REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High school diploma
- One year relevant experience; equivalent combination of education and/or experience may be considered.
- Accurate typing speed of 50wpm
- Excellent organizational, communication (verbal and written), problem solving, listening, and inter-personal skills
- Attention to detail



Safe place. Safe families. Safe future.

- Ability to work well under stressful circumstances
- Ability to empathize, encourage and guide
- Knowledgeable and proficient computer skills
- Valid driver's license and car insurance
- Must be willing to complete background checks
- Ability to read, write and speak English & Spanish
- Fluency in Spanish and/or ASL preferred

To Apply Please Visit

www.TESSAcs.org/about-tessa/employment

TESSA is an 'At Will' Employer

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Page 3 of 4

