**Receptionist**

**Organization:** Community Action Partnership of Hennepin County (CAP-HC) is a 501(c)(3), non-profit organization that helps people with lower incomes navigate crisis situations, build stability, and lift themselves out of poverty. Our community-centered programs, services, and partnerships address immediate needs and support Hennepin County residents on their path to prosperity.

CAP-HC was established in 1986 and is part of the Community Action Network, a 1,000-agency strong network committed to poverty reduction.

Our mission is to partner with the community to provide effective and responsive services to reduce the impact of poverty in Hennepin County.

We value:

* Building Relationships
* Creating Opportunity
* Eliminating Barriers
* Equity and Inclusion
* Responsible Stewardship
* Strengthening Communities

**Job purpose**

Serve as the face of the organization, offering friendly service to those entering the suite or calling in on the phone line. With a professional and friendly attitude, assists clients and visitors entering the reception area. Responsible for managing the main phone line and directing the caller to the appropriate department. Other duties and responsibilities as listed below.

**Duties and Responsibilities**

* Answer the main phone line and manage calls by routing them to the proper recipient. Mail applications to callers, as requested.
* Request E-Heat applications for clients by accessing E-Heat Next Generation.
* Greet and assist walk-in clients. Alert staff when someone is there to meet them.
* Assist walk-in clients who are applying for assistance, including providing them with applications, pens, and clipboards along with any reference material they may need.
* Transfer calls from EAP to main number.
* Monitor the agency voicemail system and transfer messages via email to the proper recipient. Return calls, if necessary and assist the caller.
* Monitor the agency fax system and distribute faxes via email to the proper recipient. Receive agency mail and distribute to appropriate recipients.
* Maintain agency “Contact Us” emails from the website.
* Direct clients to website for EAP and Client information and forms.
* Order agency office supplies and materials, as requested.
* Manage the scheduling of the main conference room.
* Set up conference calls, as requested.
* Maintain the reception area by keeping it clean and free of clutter.
* Perform administrative tasks, as requested.

**Qualifications:**

**Required**

* High school diploma or GED
* At least two years’ experience in customer service and office work
* One year of front desk experience
* Knowledge of Office 365.
* Strong verbal and written communication skills
* Ability to work independently
* Highly organized and detail-oriented
* Friendly and welcoming demeanor

**Physical requirements**

Must be able to perform job duties and responsibilities. Reasonable accommodations will be considered.

**Salary & Benefits:**This is a full-time, non-exempt position with a wage of $16.00 per hour.

**Location:** CAP-HC is based in St. Louis Park, MN and serves all of Hennepin County.

**Contact:** Please send resume and cover letter to Sam Miller, Director of Human Resources and Information Technology, smiller@caphennepin.org.