



## FIRST CALL FOR HELP OF ELLIS COUNTY Office Assistant (Part-Time)

### **Position Summary:**

Performs a range of diverse administrative activities for the Executive Director and other program staff. This position is also the initial contact point for visitors and clients of First Call for Help. Greeting, answering questions, phone calls and readying paperwork for client appointments. Provides and oversees support and volunteer activity for our Meals on Wheels and Backpacks for Kids.

### **Essential Functions and Responsibilities:**

1. Answers a multi-line telephone and directs incoming calls, greets visitors, determines nature of business (simple screening), answers general questions, provides simple referrals and directs calls to appropriate individuals.
2. Delivers client file to person who is taking call if client related.
3. Greets all visitors in a timely, friendly, and professional manner.
4. Schedules appointments for clients.
5. Distributes incoming mail and correspondence.
6. Assures clients have required intake forms complete. Makes copies of client identification and other required documents.
7. Maintains front office, storage areas, and reception areas in a tidy, organized manner.

### **Program Support**

1. Assembles hygiene bags and stocks other give away items in the lobby.
2. Assembles food/hygiene boxes for clients.
3. Assures Meals on Wheels clients receive their meals and makes daily changes to the schedule.
4. Coordinates volunteers for the Meals on Wheels program.
5. Delivers meals to clients when scheduled volunteers do not show up.
6. Maintains communication with Hays Medical Center regarding Meals on Wheels.
7. Tracks and records client meals for billing.
8. Assists with Backpacks for Kids program.
9. Has a valid Driver's License and reliable transportation.

### **General:**

1. Abides by organizational standards, policies, and procedures.
2. Maintains positive working relationships with all staff at First Call for Help
3. Maintains confidentiality for clients and agency activities. This includes shredding all items with a name or address on them to protect the personal information of clients.

**Knowledge and Skills:**

1. Requires knowledge of modern office procedures and methods including telephone communications.
2. Requires the ability to deal with people in a professional, non-judgmental, and courteous manner.
3. Requires good customer service skills and interacts well with the public.
4. Requires excellent written and verbal skills, must be organized and detail orientated.
5. Requires the ability to multi-task.
6. Requires computer skills (Microsoft Office: Word, Excel, Outlook, Teams, Etc.).
7. Requires good vocabulary, spelling skills, and knowledge of proper grammar.
8. Must support agency mission.

**Physical Demands:**

There are minimal lifting and walking requirements for this position. Most of the work done will be sitting at a desk. There is occasional lifting of boxes up to 40 lbs.

**Educational Requirements:**

High School diploma or equivalent.

**Responsible To:**

First Call for Help's Executive Director

**Hours:**

Monday through Friday 8:00am-12:00pm.

Apply here:

<https://www.indeed.com/job/office-assistant-f0b0479e6ef6da2e>