

## **Secretary/Receptionist**

**Job Summary:** Performs general clerical duties for staff and Board of Directors. Duties include answering multi-line telephone, recording appointments, greeting the public, performing data entry, word processing, copying and collating of documents, distributing mail, preparing bulk mail and filing.

### **Essential Functions:**

- Answer telephone and Telecommunication Device for the Deaf; direct callers to the appropriate staff person or accurately record messages for returning calls.
- Greet consumers and visitors to the agency.
- Provide general information to the public on SCIL programs and activities.
- Assemble routine mailings including the bimonthly newsletter and other bulk mailings.
- Maintain files in accordance with appropriate organizational methods; retrieve information from files as required.
- Enter data accurately into the computer, generate simple reports, and prepare basic business correspondence.
- Use computer software applications, including Word, Access, Excel, Microsoft Outlook, and Publisher.
- Operate a variety of office equipment such as copy machines, fax machines, calculators, typewriter, scanner and Braille.
- Attend regular staff meetings and training opportunities.
- Maintain appropriate level of confidentiality for both written and verbal information.
- Understand and adhere to the Independent Living philosophy.
- Perform other duties as may be deemed necessary and appropriate by the Office Manager and Executive Director.

### **Skills / Job Knowledge:**

- Ability to prioritize and handle a number of job demands at once.
- Have knowledge of modern office practices, Standard English usage, business correspondence format and basic math calculations.
- Type accurately at a rate of approximately 55 words per minute.
- Follow oral and written instructions accurately and efficiently.
- Excellent telephone skills.
- Ability to read, understand and interpret a variety of information.
- Ability to use excellent interpersonal skills to handle a large volume of public contact, including difficult situations, in a pleasant and efficient manner.
- Ability to communicate effectively.
- Excellent organizational skills.
- Ability to set priorities and meet deadlines.
- Ability to work independently.

- Creative problem-solving skills.
- Ability to interact pleasantly, constructively and cooperatively with SCIL staff, consumers, and the public.
- Flexibility in dealing with job functions and schedules.
- Ability to work effectively as part of a team.
- Present an overall professional image.

**Education / Experience:**

- High school diploma or GED equivalent
- Prior secretarial experience strongly preferred
- Personal experience with disability preferred

**Responsibilities:**

- Answer multi-line telephone
- Greet consumers and public
- Typing / word processing
- Data entry
- Bulk mail and mail distribution
- Filing
- Copying and collating of documents
- Other related duties as may be assigned

**Supervision:**

- Supervised by the Office Manager