

# Community Action Program of East Central Oregon (CAPECO)

## Job Description

<b>Position:</b>	<b>HERMISTON RECEPTIONIST</b>
<b>Supervised by:</b>	Program Manager & Director of Programs
<b>Department:</b>	Weatherization & Energy
<b>Classification:</b>	Regular Full Time
<b>Position Status:</b>	Non-Exempt
<b>Location:</b>	Hermiston
<b>Salary Level/Wage:</b>	Range 7 – 2,093 per month
<b>Benefits:</b>	Health, Dental, RX, Vision, FSA, Life Insurance, 401K Plan, Vacation, Sick and Holidays

### HOW TO APPLY:

To apply for this position we must receive a completed CAPECO application. An application can be found by visiting our website at [CAPECO-WORKS.ORG](http://CAPECO-WORKS.ORG) or picked up at our Main Office located at 721 SE 3rd Street, Suite D, Pendleton, OR 97801. Cover Letters and Resumes may also be included, but will not be accepted without an application.

Please return the completed application, optional resume, cover letter and any other required documents to: 721 SE 3rd Street, Suite D, Pendleton, OR 97801 or [hr@capeco-works.org](mailto:hr@capeco-works.org). Please send it attention Human Resources if you are sending by mail.

### POSITION OVERVIEW:

Assist public in person and by telephone; direct calls and individuals to appropriate source; answer questions related to agency programs; assist public in locating and obtaining various materials and information; provide clerical support to program staff. Serve as the primary contact for clients seeking assistance through one or more of the agency's service programs and schedule appointments.

### ESSENTIAL JOB FUNCTIONS:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. Other duties, responsibilities and activities may change or be assigned at any time with or without notice. To perform this job successfully, an individual must be able to perform each essential function satisfactorily with or without reasonable accommodation.

- Courteously meet and deal effectively with the public and staff, both in person and upon answering the phone.
- Provide accurate information to the public regarding the eligibility requirements for assistance programs.
- Schedule appointments for assistance programs and instruct households as to what they need to bring with them to the appointments in order to determine eligibility.
- Mail confirmations of assistance to eligible households.
- Provide intake service for households seeking energy assistance via data entry into Information System.
- Requires individual to be highly organized.
- Must maintain agency and client confidentiality.
- Perform other duties as assigned.

## **REQUIRED KNOWLEDGE, SKILLS, ABILITIES & MINIMUM QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

- High school diploma or equivalent.
- Excellent communication, interpersonal, and customer service skills and legible handwriting.
- Required to be bi-lingual: English and Spanish.
- Computer experience and have a working knowledge of Word and Excel.

## **WORK ENVIRONMENT AND PHYSICAL DEMANDS:**

The physical demand and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to bend, kneel and crouch. Specific vision abilities required by this job include close vision and distance vision. The noise level in the work environment is usually moderate. The employee must infrequently lift, and/or carry/move objects up to 50 pounds.

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, smart phones, photocopiers/scanners, shredders and filing cabinets.

## **SPECIAL REQUIREMENTS:**

- Must pass a criminal history background investigation; however a conviction of a crime may not necessarily disqualify an individual from this position.
- CAPECO is a drug free workplace and pre-employment screening will be required.
- Possession of or ability to obtain a valid Oregon Driver's License and insurable driving record is required.

THE ABOVE JOB DESCRIPTION has been discussed with me, and I accept all responsibilities and can perform all duties with or without reasonable accommodations as outlined above.

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EMPLOYEE'S SIGNATURE

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DATE

EQUAL OPPORTUNITY EMPLOYER