



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

I. Position Title: **SUPPORT STAFF/RECEPTIONIST**

II. Job Description and Duties:

Under supervision, Support Staff/Receptionist is responsible for receptionist duties; serves visitors by greeting, welcoming, and directing them appropriately; professionally answers and directs calls to the proper sources; maintains agency-wide directory; notifies agency personnel of visitor arrival; maintains security by following procedures, monitoring logbook and issuing visitor badges; maintains safe and clean reception area by complying with procedures, rules, and regulations; maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs; performs a wide variety of clerical duties for case management/clinical and other professional regional center staff, types correspondence, reports and forms; maintains files and records; assembles Client charts as needed; files case material, photocopies, sends and receives Client information; schedules meetings and appointments; composes correspondence; distributes and posts mail and deliveries; data base entry; does related work as assigned.

III. Minimum Employment Standards

A. Education:

High school diploma or G.E.D.

B. Experience:

One year of paid general clerical experience.

C. Knowledge and Abilities:

Knowledge of routine office procedures including computer literacy and knowledge of Microsoft Windows environment and related computer programs, accurate data entry, accurate filing and knowledge of filing systems, statistical procedures, reception skills are required, as well as proficiency in the correct use of grammar, punctuation and spelling. The ability, and willingness to politely and professionally greet the public (both in person and over the phone), and to maintain positive working relationships with staff is a necessity. The ability to interact and become familiar with other related agencies and resources is important. The ability to type/keyboard corrected.

D. Additional Requirements:

This position requires extensive sitting in office settings, for meetings and travel. Frequent walking, standing, and occasional lifting of up to 40 lbs. with occasional bending, stooping, reaching and stretching to complete work duties is required. Adequate manual dexterity, computer and other standard office equipment is required for this position. Hearing and vision corrected to normal range. Any of the above with reasonable accommodation.

This position requires the ability to work under pressure of deadlines and a fast-paced environment; cope with complex and often stressful situations; give attention to detail & learn new tasks quickly; work as a team and exhibit effective communication with



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

team members; be predictable, reliable, and prompt attendance; interact with co-workers on-site; and be available for in-person communication. This position requires reliable transportation and may require local and regional travel. Over-night travel while not a requirement, may periodically be necessary.

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IV. Supervision:

The Office Operations Manager supervises this position.

Core Competencies for Support Staff

1. General Office Support

- Interacts professionally with clients, families, agencies, service providers and co-workers at all times.
- Understands and “demonstrates” RCRC Vision.
- Employs person centered thinking principles in interactions with clients, service providers and co-workers.
- Have knowledge of general clerical support duties to ensure work is done in a timely and professional manner essential to the success of RCRC.

2. Adaptability

- Demonstrates flexibility in the face of change.
- Projects a positive demeanor regardless of changes in working conditions.
- Shows the ability to manage multiple conflicting priorities without loss of composure.
- Able to adapt to change in processes, data management systems and learn and utilize new process and programs for multiple tasks.
- Takes personal responsibility for one’s own job performance and demonstrates a commitment to professional growth and development through on-going training.
- Ability to cross-train and learn all levels of support staff duties.



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

3. Communication Skill

- Communicates clearly and accurately both verbally and in writing to project a positive image of the business.
- Speaks with confidence using clear, concise sentences and is easily understood, and is diplomatic in all communication.
- Ability to document and communicate information in a factual, accurate, concise and timely manner.
- Exhibits active listening skills when receiving input on other's ideas and/or concerns.
- Ability to adapt varying communication styles with clients and services providers to provide the best level of communication on an individual basis.

4. Team Player

- Works as a competent member of the team, willingly providing back-up support for co-workers when appropriate and actively supporting group goals.
- Willingly assists other departments as appropriate.
- Ability to function autonomously when needed within parameters of job and assigned tasks and utilize prudent, professional judgement and seek assistance when needed by consulting with supervisor.
- Represents the Redwood Coast Regional Center in a professional and positive manner.
- Maintains working relationship with one's supervisor through regular consultation sessions.
- Promotes cooperation with other work units, Agency departments and allied agencies.

5. Judgment

- Exhibits sound judgment and the ability to make reasonable decisions in the absence of direction and are consistent with person centered principles and the Agency's Vision.
- Demonstrates the ability to swiftly refer problems/issues to the appropriate person, and identify when additional information is needed to clarify a situation or to make a decision.
- Works effectively without constant and direct supervision or guidance.
- Demonstrates professional ethics in all aspects of work including confidentiality, honesty, integrity, respectfulness, and accountability for one's actions.
- Works in tandem with the Office Operations Manager.

6. Proactive

- Demonstrates the ability to foresee problems and prevent them by taking action.
- Utilizes analytical skills and a broad understanding of the business to effectively interpret and anticipate needs.
- Approaches challenging tasks with a "can-do" attitude.



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

7. Organization

- Ability to balance conflicting priorities in order to manage workflow and management of time to ensure the completion of essential projects, and meet critical deadlines.
- Effectively manages the workspace (i.e. keeps a clean and organized office, appropriately handles all paperwork, maintains control over the physical environment).

8. Computer/Technical Skills

- Responds to phone calls and emails in a professional and timely manner.
- Displays proficiency using standard office equipment such as a computer, fax, photocopier, and scanner.
- Demonstrates a solid working knowledge of the computer programs and information systems required for the completion of one's work responsibilities including but not limited to SANDIS, ADP, Microsoft Outlook, Microsoft Word, Power Point, Publisher and Excel.
- Demonstrates advanced proficiency by quickly adapting to new technology and easily acquiring new technical skills.
- Able to create, revise and maintain monthly calendars using Outlook.
- Able to produce flyers and other training material (power point, etc.) under supervision of the Manager.