



507 1st Ave. N
Escanaba, MI 49829
(906) 786-7080 – Phone
(906) 789-9423 – Fax

MDS Community Action Agency is currently accepting applications for the following position:

Full-time **Receptionist** in Escanaba. The general work schedule is Monday – Friday, 8:00 a.m. to 4:30 p.m.

High school diploma or equivalent required; an Associate degree is preferred.

We are looking for applicants with excellent customer service and communication skills; experience working with computers, including Microsoft products and database systems; and the ability work as part of a collaborative team.

Entry wage is \$13.00 - \$15.00 depending on education and experience.

Benefits include paid personal, sick and vacation time; 403(b) retirement plan; health, dental and life & disability insurances; and access to our Employee Assistance Program.

Please submit a completed application to MDSCAA, Attention: Receptionist Job Posting, 507 1st Ave. N, Escanaba, MI 49829 **OR** send an email to hr@mdscaa.org.

An online application can also be completed using the following link: <https://pdf.ac/OP1k2>

Menominee Delta Schoolcraft Community Action Agency is an affirmative-action, equal-opportunity employer. MDS Community Action Agency programs and materials are open to all without regard to race, color, national origin, gender, gender identity, religion, age, height, weight, disability, political beliefs, sexual orientation, marital status, family status or veteran status.

Job Description

Program:	Administrative Support	Reports To:	Administrative Assistant
Job Title:	Receptionist/Data Technician	Supervises:	No Supervisory Duties
Job Location:	Administrative Office	Updated:	April 2024
Job Classification:	Hourly, Full Time		

Qualifications

Experience: Experience working with computer-based data entry and customer service experience required.

Education: High school diploma/GED required. Associates degree and/or college coursework related to data entry and/or office information systems preferred.

Other factors: Pleasant and professional demeanor, empathy for our clients, and confidentiality are a must. Exceptional customer service skills and effective verbal and written communications skills, including the fundamentals of good grammar, spelling and punctuation expected. Ability to proofread and edit effectively with efficiency and accuracy and data entry for various programs. Answer phones and greet all visitors in a respectful and friendly manner.

A standard 8 hour work day requires the ability to: 1) perform light work-lifting and/or carrying of objects weighing up to 20 pounds; 2) stand/walk for 1-2 hours; 3) sit for 5-10 hours; 4) use hands for repetitive simple grasping/fine manipulation, pushing/pulling; 5) frequently twist body; and 6) occasionally bend, squat, and/or climb.

The qualifications listed above are guidelines for selection purposes; alternative qualifications may be substituted if sufficient to perform the duties.

Mission Statement

Empower, advocate for, and assist people in need to improve and sustain their quality of life and independence through education, housing, nutrition, volunteerism, in-home support.

Essential Functions

1. Develop and maintain competency in the use of a variety of electronic recordkeeping and communication systems as directed by supervisor.
2. Transfer data from paper formats into computer files or data base systems using keyboards, or optical scanners and verify data by comparing it to source documents.
3. Enter new and update existing data into EmpowOR and any other software programs as directed.
4. Type in data provided directly from customers.
5. Retrieve data from the database or electronic files as requested.

6. Sort and organize paperwork after entering data to ensure it is not lost.
7. Answer phone and greet visitors in a pleasant, professional, nonjudgmental manner and direct phone calls, messages, and visitors to appropriate person/program.
8. Perform clerical duties as assigned, including taking meeting minutes when requested.
9. Complete various program billings as requested.
10. Create spreadsheets with large numbers of figures without mistakes.
11. Open and sort mail to appropriate departments.
12. Record all checks and cash and forward to the finance department with copies given to the appropriate program manager.
13. Fill postage machine when funds are low and order postage supplies as needed.
14. Responsible for unlocking and locking the building at the beginning and end of each work day.
15. Communicate questions, concerns to supervisor in a timely manner.
16. Work in collaboration on updating procedures for record keeping and reporting with supervisor as needed.
17. Maintain the confidentiality of staff, clients, and customers by limiting discussions, conversations and/or access to records to authorized persons only, as directed by supervisor. Demonstrate respect for others by sharing information objectively and non-judgmentally and adjust verbal and written communication strategies for different audiences for effectiveness and efficiency.
18. Promote a collaborative, productive working environment by following established communication protocols, clearly articulating expectations, outcomes, and timelines, and using conflict resolution and negotiation skills when needed.
19. Participate in all required staff meetings and take staff and board meeting minutes as requested and/or in the absence of the Administrative Assistant.
20. Be aware of program/site emergency procedures and respond professionally and helpfully in emergency situations as directed.
21. Participate successfully in professional development activities, as directed by the Administrative Assistant and/or Executive Director (may require travel).
22. All other duties as assigned by the Administrative Assistant and/or Executive Director.

The above statements are intended to describe the general nature and level of work being performed by a person in this position. They are not to be construed as an exhaustive list of all duties that may be performed by such a person. Nothing in this job description restricts Management's rights to assign or reassign duties and responsibilities to this job at any time.