



COMMUNITY SERVICE PROGRAMS OF WEST ALABAMA, INC.

ADMINISTRATIVE OFFICE

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Human Resources

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Cynthia W. Burton

Executive Director

January 4, 2020

JOB ANNOUNCEMENT

Title: Clerical Assistant/Receptionist – Supportive Services

Location(s): Tuscaloosa County

Employment Classification: Regular part-time, non-exempt, non-safety-sensitive

Summary of the Position: See Attached Job Description

Qualifications of the Position: See Attached Job Description

Duties and Responsibilities: See Attached Job Description

Salary and Application Procedures: This is a Grade Level IX position on the CSP Salary Scale with a salary range of \$8.92 - \$10.85 per hour. Current employees may apply by submitting a letter of interest along with an updated employment application. Other interested applicants may apply by submitting a completed employment application obtained from the website at www.cspwal.com or by contacting the Human Resources department of CSP at (205) 752-5429 to request an application. Completed and signed applications may be submitted in person, by mail or scanned and emailed to employment@cspwal.com.

Deadline to apply: January 15, 2021, at 12 noon

Community Service Programs of West Alabama, Inc. is an equal opportunity employer that does not discriminate on the basis of race, religion, gender, handicap status, age, or national origin. CSP maintains a Drug Free Workplace Policy and the applicant is subject to pre-employment and random alcohol and drug testing. CSP operates a licensed children's facility and applicants will be subject to criminal history background checks. CSP is an E-verify Employer.

EOE AA M/F/Vet/Disability. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or national origin.

Community Service Programs of West Alabama

Job Description

Job Title: Clerical Assistant/Receptionist – Supportive Services

Division/Department: Supportive Services

Reporting Relationship: Tuscaloosa County Coordinator

Location of Job: CSP Administrative Office

Employment Classification: Regular part-time, non-exempt, non-safety-sensitive

Work Schedule: M-Th 8:00 a.m. – 5:00 p.m. during LIHEAP
(approximately December – February and May – June, depending on demand from energy assistance clients)
M – Th 8:00 a.m. – 1:00 p.m. during the remainder of the year

Grade/Salary: Grade IX- Level 1- 12; Range \$8.92 - \$10.85 per hour

Summary of Duties and Responsibilities

The Clerical Assistant/Receptionist is responsible for providing support functions to the Supportive Services Department. The position requires the ability to multi-task in a busy, public work environment with many distractions; the ability to communicate in a polite, pleasant, tactful and grammatically correct manner, under sometimes trying circumstances; and the ability to maintain confidence.

Essential Functions:

- Operate agency switchboard, receive and direct phone calls, provide information and refer callers to appropriate agencies and departments.
- Greet visitors and provide information, instruction and referrals.
- Schedule appointments for all elderly clients and from automated call system for utility assistance in service area.
- Monitor schedules for errors or overbooking;
- Produce and mail required document forms and appointment reminder forms to scheduled clients.
- Maintain an accurate referral log.
- Utilize filing and information systems, including FACSPRO, EasyTrak and scheduler software systems.
- Duplicate and distribute materials as required.
- Maintain an orderly waiting area.

- Prepare purchase orders and supply orders and process in-coming and out-going mail in the absence of the Administrative Assistant/Office Manager.
- The position must maintain current knowledge of agency policies and procedures.
- Other duties as assigned.

Qualifications: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Education and Experience:

- Possession of a High School Diploma or equivalent.

Certificates, Licenses, Registrations:

- Bookkeeping or Office Management certificate or associates degree preferred.
- Valid Alabama driver's license with liability insurance.
- Serviceable automobile.

Language Skills:

- Ability to communicate to diverse populations.
- Ability to effectively present information to program participants, visitors, vendors, etc. with exceptional customer service skills.
- Ability to communicate in large and small group settings.

Mathematical Skills:

- Ability to compute simple math such as addition, subtraction, multiplication and division.

Reasoning Ability:

- Ability to analyze problems confronted by program participants.
- Ability to define problems and draw valid conclusions.

Other Skills and Abilities:

- Regular and predictable attendance.
- Knowledge of CSP programs and services.
- Sensitivity to multi-racial and multi-cultural issues.
- Ability to develop rapport quickly and easily.
- Ability to work independently without direct supervision.
- Ability to meet deadlines.
- Ability to work in a constant state of alertness
- Basic working knowledge of current Microsoft productivity software, including Word, Excel, Outlook and Internet Explorer.
- Proficiency in spelling, punctuation and written sentence structure.
- Ability to utilize a variety of office machines.
- Ability to develop effective working relationships with staff members and program participants.

Physical Demands: *The physical demands listed are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities previously mentioned.*

While performing the duties of this job, the employee is routinely required to sit, talk, and hear. The employee is regularly required to stand and walk. Extensive data entry is required and extended periods on the phone is customary. Multiple demands from several people are frequently required of the employee. The ability to write, read, listen, and speak is required of this employee.

Work Environment: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions.*

The noise level is variable in the work environment. Work is performed indoors and outdoors. The employee is expected to operate a computer, telephone and personal automobile.

The information contained in the job description is for compliance with the American with Disabilities Act (ADA) and is not an exhaustive list of the duties performed for this position. Additional duties may be assigned by the supervisor.

Created 04.2013

REV 03.26.2015

Reviewed by Board of Directors 12/3/2015

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