

Pacific Clinics is one of the largest mental health providers in Southern California, serving over 22,000 low-income individuals at more than 50 locations and 325 schools in Los Angeles, Orange, San Bernardino and Ventura counties. For over 90 years, Pacific Clinics has provided clients with culturally- and linguistically-appropriate mental health and support services, as well as early childhood education programs and professional development through its Pacific Clinics Training Institute (PCTI).

**Minimum Starting Rate: \$15.00**

**Part-Time 20 hours per week**

**POSITION SUMMARY:**

The Receptionist greets visitors, answers phones, schedules appointments and provides administrative support to the Education Director and REI staff as needed.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Provides reception services, greets visitors, ascertains nature of business, signs-in visitors and directs visitors to appropriate person.
- Answers/screens phone calls and records accurate phone messages including name, time of call, nature of business and person called upon.
- Checks program voice mail throughout the day and answers or directs messages to appropriate personnel.
- Provides assistance and support as needed to visitors completing enrollment forms.
- Oversees calendaring system and schedules appointments between REI students and staff.
- Ensures professional business appearance of reception area and personal work space.
- Orders and maintains department supplies and arranges for equipment maintenance. Tracks expenditures for department supplies.
- Opens, distributes mail, and makes copies of mail and correspondence for office records.
- Prepares and maintains staff meeting minutes as needed.
- Provides backup and assists other departments with projects as needed.
- Maintain confidentiality in all aspects of student, staff, and faculty information.
- Interacts with other internal programs, support staff and external sources such as school or community personnel as applicable.
- Reports to work on time and maintains reliable and regular attendance.

- Models Pacific Clinics' approach, mission and core values in all communication and correspondence.
- Communicates effectively in a culturally competent and diverse consumer population and promotes favorable interaction with managers, co-workers and others.
- Performs 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.

#### **ORGANIZATIONAL RELATIONSHIPS/INTERACTION:**

Initiates and maintains professional interactions and communication with Clinics' employees and/or others.

#### **EDUCATION and/or EXPERIENCE/POSITION REQUIREMENTS:**

- High School or GED and related work experience; or Associate of Arts degree or equivalent from two-year College or technical school;
- Minimum (1) years of office experience or customer service required.
- Must possess effective English verbal and written communication skills.
- Experience working on a multi-line telephone system preferred.
- Ability to compose and set up correspondence and reports using correct form and grammar.
- Bilingual skills in the appropriate language for the Clinics' clients are highly preferred.
- Requires excellent customer service, telephone and message taking skills.
- Excellent computer skills and demonstrated ability to work in Windows environment (including Word and Excel).
- Must possess a valid California driver's license and maintain an insurable driving record under the Clinics' liability policy.