



Receptionist

Location: Roseburg, Oregon

Salary: \$13.50 - \$16.88 Hourly

Full Time Position / Position works 40 hours per week. UCAN provides an excellent employee benefit package which can be found here: https://www.ucanap.org/index.php/download_file/view/2729/198

Serve as the agency receptionist, receiving and referring the public both in person and by telephone to appropriate departments and services

ESSENTIAL JOB DUTIES

Under the direction of the Administrative Services Coordinator, the Receptionist will:

- Serve as the primary point of entry for the public (in person and by telephone) at UCAN's Martha Young Family Service Center; greet, welcome, and direct the public appropriately; notify staff of visitor/client arrivals; schedule appointments.
- Gather, maintain, and update internal/external community resource lists; cultivate relationships to ensure accuracy of intake processes; refer clients to the most appropriate programs to meet their needs.
- Maintain reception area, including public information tables and bulletin boards assuring steady supply of current information. Post news articles highlighting UCAN staff/programs to bulletin board or disseminate by email. Keep office voicemail updated. Maintain list of employees, extensions, and voice mailboxes for distribution to staff. Serve as contact person for janitorial service. Track housekeeping supplies and order on a timely basis.
- Operate basic office equipment; copy, assemble and distribute materials. Schedule copier maintenance and repair, and order paper when needed. Maintain fax machine and supplies.
- Pick-up incoming mail and distribute to program mailboxes; prepare outgoing mail; complete bulk mailings. Maintain records of postage machine/usage by individual programs; assure machine has a constant supply of postage
- Provide clerical support to program staff. Type a variety of routine material from rough draft; complete forms and form letters. Prepare program publications, newsletters and reports. Prepare staff meeting agenda and meeting minutes. Order office supplies. Maintain program files and records.
- Participate in maintenance of program inventory records. Receive information when supplies and equipment are received, enter information into automated system. Maintain records to assure current inventory information.
- Collect and record cash payments and donations; write receipt and record to program records; balance receipts as assigned.

POSITION REQUIREMENTS

Minimum Qualifications:

- Two years work-related support experience OR a satisfactory equivalent combination of education, experience and training.
- Reasonable knowledge of general office practices and procedures; reasonable knowledge of systematic filing and retrieval processes or systems; reasonable knowledge of word processing; reasonable knowledge of English composition, spelling, grammar and arithmetic; basic knowledge of general recordkeeping and bookkeeping processes.
- Typing rapidly and accurately; use of office equipment, which includes automated equipment and other copying equipment; organizational skills; Microsoft Office Suite.
- Communicate effectively in both oral and written form; motivate and lead support staff using a collaborative team approach; coordinate project; multi-task; adjust to priority changes and remain calm and use good judgment during confrontational or high pressure situations; interpret policy and procedures to employees and the public; maintain confidentiality; make decisions independently in accordance with established policies and use initiative and judgment in carrying out tasks and responsibility; develop, establish and maintain records, reports, and statistical data; courteously meet and deal effectively with other employees, federal, state and city agencies, public agencies, advisory boards, committees, contractors, consultants and the public. Must follow all safety rules and practices, and perform work in a safe manner.
- This position requires driving. At time of appointment, must possess valid Oregon driver's license. Out of state license holders are required to obtain Oregon driver's license within 30 days of hire. Finalist must provide court print driving record that meets the requirements of the UCAN Driver Policy as part of contingent offer of



Receptionist

Location: Roseburg, Oregon
employment.

Salary: \$13.50 - \$16.88 Hourly

- This position is partially funded with Head Start funds. As a program requirement, candidates are required to be enrolled in the Central Background Registry. [Link: Application for Enrollment in the Criminal History Registry \(CHR-601\)](#) Include Registry number on the UCAN Application for Employment. The normal processing time is 3-5 days from the date the form is received at Central Office before the letter for fingerprinting is mailed out. For out of state applicants, this process may take up to 8 weeks to complete. Applicants are required to pay the fingerprint processing fee.
- **Head Start Funded Positions** require complete vaccination against Covid-19 prior to start date. To request an exemption for religious or medical reason, please contact UCAN HR at (541) 492-3530
- This position must participate in a Head Start Health Appraisal within the first 60 days of employment.
- This position requires bending, occasionally lifting and carrying between 1 and 25 pounds. Reaching, walking, carrying, sitting, stooping, keyboarding, pushing and hearing voice conversation. Frequent mental and/or visual attention; the flow of work is either intermittent or the operation involves waiting for a machine or process to complete a cycle with intermittent checking or inspection involved

SUBMIT completed application and any other required documentation to: ucan.employment@ucancap.org

UCAN Human Resources, 280 Kenneth Ford Drive, Roseburg OR 97470

Website: <https://www.ucancap.org/index.php/who-we-are/career-opportunities>

Phone: 541-492-3913 FAX: 541-492-3921

UCAN is an Equal Opportunity Employer.

If you require special assistance at any point during the application or selection process and would like to request an accommodation due to a disability, please e-mail a description of your request to Human Resources ucanhr@ucancap.org