

## Solano Family & Children's Services

421 Executive Court North ♦ Fairfield, CA 94534 ♦ (707) 863-3950 option 7 ♦ Fax (707) 863-9772

### Job Announcement/Description

### Receptionist I – Back-up - #27

Position Title:	Receptionist I Back-up	Type of Position:	Full-Time
Work Days:	Monday – Friday	Open To:	Public
Hours:	8:15 AM – 5:15 PM	Open Until:	Filled
Department:	Administration	Management:	NO
Reports to:	Office Manager	Date Updated:	1/17/2020
Salary:	\$16.66 Hourly	Position Status:	Non-Exempt

#### General Purpose of the Job:

- Provide excellent customer service to SFCS clients and agency staff.
- Responsible for the professional representation of the agency to the community over the phone and in the office
- Operate a multi-line telephone system in a fast-paced, clients-based office environment
- Greet and assist clients and visitors, directing them to appropriate staff/information
- Process incoming and outgoing mail and other duties as assigned.
- Assist Subsidy Program with processing Delinquent Family Fees and PAR templates

#### Minimum Requirements:

- Two years experience as a receptionist using multi-line phone system in a high-traffic reception area and using computer for every-day job duties, or equivalent training preferred
- High School graduate or equivalent.

#### Knowledge, Skills & Abilities:

- Strong communication (verbal and written), organization, customer service and multi-tasking skills
- Ability to use data base system and email on every-day basis
- Ability to pay attention to detail while working in a fast-pace environment
- Able to screen calls communicating Agency's services and direct clients to the appropriate person
- Ability to maintain confidentiality of information
- Ability to work effectively with others or independently
- Ability to accept supervision.

#### Special Licenses or Certificates

None

Essential Functions	Description of Essential Functions
Delinquent Family Fees	Process monthly Delinquent Family Fee query, which identifies families who did not pay their Family Fees in full. Send monthly notices to providers whose parents owe fees. Process incoming Family Fee Statements. Communicate findings with Family Services Specialists
Personnel Activity Reports (PAR) Templates	Create customized monthly PAR templates for Subsidized Program staff and load them into shared files.
Phone System Back-up	Answer/operate multi-line phone system; screen and route calls to appropriate person, screen and forward voice mail messages as necessary.
Greet & Assist Clients Back-up	Greet and screen clients/visitors in a professional manner while providing excellent customer service.
Agency Programs Back-up	Obtain knowledge of all Agency programs in order to route visitors and callers appropriately and in a timely manner.
Incoming Mail Back-up	Manually open, stamp and distribute incoming mail. Scan, staple, Pay Date stamp & sort by alpha Subsidy CCAF's in a quick and efficient manner.
Outgoing Mail Back-up	Weigh and run mail through postage meter while ensuring all mail is properly stamped and packaged for delivery.
Faxes Back-up	Frequently check fax folder for incoming faxes and forward to the appropriate person(s) ASAP.
Staffs' Mail Boxes Back-up	Maintain staffs' mailboxes by adding and deleting names as necessary. Make sure names are in alpha order by first name – by department.
Postage Meter Back-up	Add fluid, change ink and transfer funds into machine via modem, as needed.
Lobby & Reception Area Back-up	Make sure front door is opened each morning and locked securely at night when closing. Keep area clean & organized by restocking resource materials, cleaning windows and organizing

	supplies.
Physical Requirements	Ability to lift at least 5 lbs., ability to bend, twist, stoop, and sit for 2-4 hours at a time. Use computer and copy machine, speak clearly and communicate by phone.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

**Application Information:** An agency application form must be completed and submitted to:

Solano Family & Children's Services - Attn: Human Resources  
421 Executive Court North - Fairfield CA 94534  
Or emailed to [kparkham@solanofamily.org](mailto:kparkham@solanofamily.org)

**To obtain an application, you may:**

- Visit our website at [www.solanofamily.org](http://www.solanofamily.org)
- Request via email at [kparkham@solanofamily.org](mailto:kparkham@solanofamily.org)
- Call the Job Hotline at (707) 863-3950 Opt. 7
- Visit our office at 421 Executive Court North, Fairfield, CA 94534

**Additional Information:**

- Only the candidates who meet the job requirements will be invited to test and interview
- Employment is conditional pending satisfactory results of all requirements
- The position requires a pre-employment (post-job-offer) agency-paid drug screen, TB clearance and criminal background check