



ALLIANCE FOR COMMUNITY TRANSFORMATIONS

PO Box 2075, Mariposa, CA 95338, (209) 742-6456, www.alliance4community.org

Job Title:	Receptionist-Bilingual	Job Category:	Administrative
Classification:	Office Based Services	WC Code #:	8810
Location:	Valley Crisis Center	Travel Required:	No
Level/Salary Range:	\$14/per hour	Position Type:	Full Time; 40 hours per week
HR Contact:	Denise Conway	Phone:	(209) 742-6456
Name:		Date of Hire:	
Immediate Supervisor:	Program Coordinator		
Benefits:	12 Paid holidays, 128 hours Paid Time Off per year, Cafeteria Plan with Health, Dental, Life and Retirement Benefit Options.		

Applications Accepted By:

E-mail: denise@alliance4you.org Subject Line: Attention: Human Resources	Mail: Denise Conway Administration P.O. Box 2075 Mariposa, CA 95338
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Job Description

Role and Responsibilities

Provides a variety of office support which may include reception work and administrative duties as assigned.

Reception Duties:

- Greets clients and others at front desk.
- Answers telephone, assesses needs and forwards calls to appropriate staff.
- Types correspondence, reports and forms.
- Assists staff with bulk mailing projects.
- Assist staff with copying projects.
- Ensures new client files and intake paperwork supply is replenished.

Crisis Intervention & Advocacy:

- Responds to victims of crime to reduce levels of trauma and provide support in a way that reflects the agencies mission and values.
- Answers crisis calls, assess for services, provide referrals and complete necessary documentation.
- Responds to calls requesting an advocate from clients, law enforcement agencies, medical facilities and other social service providers when it is appropriate and safe to do so.
- Provides advocacy and accompaniment services for client who request it and ensure that the appropriate releases have been signed.
- Maintains a professional demeanor when working with clients and community partners. Communicate with law enforcement or other agencies as needed for the purposes of securing services for the client and ensuring their safety.
- Maintains the confidentiality of client information included in files, conversations or obtained from written sources.





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- Contacts the client in one or two days for the purposes of following- up, providing safety planning and going over available resources.
- Responds to crisis after hours and weekends through the crisis hotline or in person on a rotating on-call basis.

Fund Development:

- Conducts and oversees the intake of donations, documentation in donor database, and thank you cards for Programs.

Other Duties:

- Assists on fundraising events.
- Assists in data collection and reports.
- Adhere to MCS Values and Mission Statement.
- Represents MCS in the community in a professional and competent manner.
- Maintains the utmost confidentiality related to clients or client records.
- Other duties as assigned - within scope of job classification.

Qualifications and Education Requirements

Knowledge of:

- Reception techniques and customer service
- Domestic Violence and Sexual Assault
- Crisis Intervention and Counseling techniques
- Skills and knowledge of multiple computer applications (Excel, Word, Internet, etc.)

Ability to:

- Communicate effectively orally and in writing with individuals and groups
- Interact with good customer service skills
- Work effectively under conditions of limited supervision, high stress and rapidly changing situation and circumstances
- Organize and prioritize a variety of job duties and assignments

Education/Experience:

- High School Diploma/GED preferred
- Complete 40 hours of Domestic Violence and 40 hours Sexual Assault Counselor training upon hire.

Physical Requirements:

- Facility to see, read and distinguish instructional material, rules and policies and other printed matter.
- Facility to hear and understand speech at normal room levels, and to be able to understand speech on the telephone.
- Physical agility to lift and carry up to 20 pounds and to bend, stoop walk and reach overhead.
- Physical agility to push/pull, squat, twist and turn.
- Mental acuity to perform the essential functions of this position in an accurate, neat, timely fashion, to make good judgments and decisions and to evaluate the results of decisions and judgments.





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Note:

This list of essential functions and physical requirements is not exhaustive and may be supplemented as necessary in accordance with the requirements of the job. Alliance adheres to the provisions of ADA regarding reasonable accommodation procedures.

Additional Requirements:

- Must complete finger printing and background check upon hire, at Alliance expense. Failure to pass fingerprint clearance or background may result in withdrawal of job appointment.
- Must have reliable transportation, a **valid driver's license for 5 years** and DMV clearance.

Alliance for Community Transformations Values: Confidentiality, Safety, Equality, Respect, Empowerment, Personal & Professional Responsibility, Social Change Through Education & Advocacy and Sustaining Ourselves & Our Communities.

Alliance for Community Transformations is an equal opportunity, affirmative action employer. All qualified applicants will be considered regardless of race, color, religion, ancestry, national origin, age, gender, marital status, sexual orientation, medical condition or physical disability.

Reviewed By:		Date:	
Approved By:		Date:	
Initial Job Description Date:	4/4/2013	Revised Job Description Date:	10/24/2016

*** Upon Hire, this will be signed and dated by the applicant. ***

Signature

Date

