



# ALLIANCE FOR COMMUNITY TRANSFORMATIONS

PO Box 2075, Mariposa, CA 95338, (209) 742-6456, [www.alliance4community.org](http://www.alliance4community.org)

<b>Job Title:</b>	Receptionist	<b>Job Category:</b>	Administrative
<b>Classification:</b>	Office Based Services	<b>WC Code #:</b>	8810
<b>Location:</b>	Mountain Crisis Services	<b>Travel Required:</b>	No
<b>Level/Salary Range:</b>	\$15.91	<b>Position Type:</b>	Full time; 40 hours/wk
<b>HR Contact:</b>	Denise Conway	<b>Phone:</b>	(209) 742-6456
<b>Name:</b>		<b>Date of Hire:</b>	
<b>Immediate Supervisor:</b>	Program Director		
<b>Benefits:</b>	10 Paid holidays, 152 hours Paid Time Off per year, Cafeteria Plan with Health, Dental, Vision, Life Insurance, and Retirement Benefit Options.		

**Applications Accepted By:**

**E-mail:**  
**Please send Cover Letter, Resume, and Application to:**  
**E-mail: [applications@alliance4you.org](mailto:applications@alliance4you.org)**  
**Subject Line: Receptionist**  
**Attention: Kristen Fiester**

## Job Description

### Role and Responsibilities

This position provides a variety of office support, which includes reception work and administrative duties as assigned.

### Reception Duties:

- Greet clients and others at the front desk
- Answer phone, assess needs, and forward calls to appropriate staff
- Type correspondence, reports, and forms
- Assist staff with bulk mailing projects
- Assist staff with copying projects
- Ensure new client files and intake paperwork supply is replenished
- Data Entry

### Crisis Intervention & Advocacy:

- Respond to victims of crime to reduce levels of trauma and provide support in a way that reflects the agency's mission and values
- Asses the immediate needs and lethality of walk-in clients, call-outs, and crisis calls during regular business hours
- Answer crisis line calls, asses for services, provide referrals, and complete necessary documentation
- Respond to calls requesting an advocate from clients, law enforcement, medical facilities, and other social service providers when it is appropriate and safe to do so
- Provide advocacy and accompaniment services for clients who request it and ensure that the appropriate releases have been signed
- Maintain a professional demeanor when working with clients and community partners





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- Communicate with law enforcement or other agencies as needed for the purposes of securing services for the client and ensuring their safety
- Maintain the confidentiality of client information included in files, conversations, or obtained from written sources
- Contact the client in one or two days for the purposes of following up, providing safety planning, and going over available resources
- Respond to crisis after hours and weekends through the crisis hotline or in person on a rotating on-call basis

## **Fund Development:**

- Conduct and oversee the intake of donations, documentation in donor database, and thank you cards for programs

## **Other Duties:**

- Assist on fundraising events
- Assist in data collection and reports
- Adhere to Alliance values and mission statement
- Represent the Alliance in the community in a professional and competent manner
- Maintain the utmost confidentiality related to clients or client records
- Other duties as assigned within the scope of the job

## **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 situations 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 material
- Facility to hear and understand speech at normal room levels, and to hear and understand speech on the phone
- 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 judgements and decisions, and to evaluate the results of decisions and judgements





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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 for Community Transformations 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, 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:	Kristen Fiester	Date:	7/13/2021
Approved By:		Date:	
Initial Job Description Date:	6/28/17	Revised Job Description Date:	7/13/2021

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

Signature

Date

