



901 North Benton · Bozeman, MT 59601 · (P) 406-587-7786 · 800-962-0418 · (F) 406-587-1682

JOB TITLE: Administrative Work Study

SUMMARY:

The primary responsibilities include assisting with basic data entry, answering clients' requests for forms and information. Duties as receptionist including greeting clients/visitors and answering the telephone/referral of calls for appropriate action. Also includes providing general office upkeep/image maintenance.

RESPONSIBILITIES AND DUTIES:

1. Work cooperatively with the Executive Director, Operations Manager and staff for smooth agency operation including assisting with daily operations, projects and other duties as assigned.
2. Performs receptionist duties to include, but not limited to
 - a. Offers professional and courteous reception services giving exceptional customer service
 - b. Develops and maintains working knowledge of agency programs and services
 - c. Answers inquires by telephone and in-person. Directs all calls, clients and visitors to appropriate staff person or service
 - d. Performs other duties as assigned for smooth and efficient functioning of the agency
 - e. Support provider services coordinator in organizing and maintaining training room
 - f. Photocopying materials and assembling packets as needed by staff.
 - g. Performs filing as needed.
3. Office maintenance and appearance
 - a. Responsible for overall appearance (organized, neat); at the end of day make sure lobby area is clean and neat, tidy kitchen each day
 - b. Continuously improve by capturing and analyzing the appropriate social data, insights and best practices, and then acting on the information.
 - c. Collaborate with other departments (family services, food program, provider services, etc.) to manage reputation, identify key players, and coordinate actions.
4. General Work Characteristics
 - a. Complies with all CCC Employee and Fiscal Policies
 - b. Ensures outstanding customer service and effective conflict resolution
 - c. Completes assigned work in a timely manner
 - d. Submits completed time sheets in a timely manner and submit leave requests well in advance of anticipated leave
 - e. Behaves as a courteous and responsible representative of CCC in interacting with other staff and community members
 - f. Further promotes CCC and its mission to community members, potential donors, clients and policy makers as directed