
**COMMUNITY ACTION COALITION FOR SOUTH CENTRAL WISCONSIN, INC.
(CAC)**

POSITION DESCRIPTION

POSITION: Community Relations Specialist (Watertown)

SUPERVISOR: Manager of Jefferson and Waukesha County Services

STATUS: Non-exempt, full time

SUMMARY: This position will provide assistance to the public as the receptionist. Duties may include, but are not limited to: answering the telephone; welcoming participants and visitors; providing a broad range of program information to the public; registering and distributing basic need products; processing incoming and outgoing mail; processing donations from the donors; as well as clerical tasks.

TYPICAL TASKS AND DUTIES:

1. Act as an ambassador for CAC and its programs.
2. Model and foster health, wellness and balance among staff, volunteers and participants.
3. Answer incoming calls and ascertain need of the caller. Answer questions, transfer calls or take written messages, assist in distribution of agency brochures and other agency materials.
4. Welcome and assist visitors and participants to the agency. Complete necessary documentation. Inform appropriate personnel of visitor arrival.
5. Process the daily outgoing mail including the documentation of postage.
6. Process the daily incoming mail including data entry of all receipt of money.
7. Keep the reception area safe and sanitary. This may include snow removal and basic janitorial activities. Arrange the outside display areas as well as the inside display boards and pamphlet area.
8. Assist participants with the registration process to use the computer and telephone or if they are in need of basic need products.
9. Provide general clerical support to agency including mailings, data entry, returning telephone calls or ordering supplies. Complete monthly documentation of postage and copier usage.
10. Attend staff and other meetings, workshops, training sessions and forums as directed.

11. Be an active member of team meetings by participating in the development and execution of the strategic planning process.
12. Perform other duties as requested by supervisor.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

1. At least three years of experience with computers using word processing, data base, spreadsheet or graphic software, such as Microsoft Office Professional.
2. Demonstrated experience with multi-tasking and capacity to manage multiple tasks in a hectic environment while maintaining an organized office setting.
3. Experience with answering multi-line telephone system or switchboard.
4. Demonstrated dependability, initiative, and ability to work with a minimum of supervision as a team with diverse individuals.
5. Ability and willingness to maintain a high degree of confidentiality regarding participants and program information and discretion in working relationships.
6. Ability to convey a professional image to the community.
7. Demonstrated respect for the strengths and capacities of people affected by poverty and an understanding of the causes and conditions of poverty.
8. Ability to communicate with people of diverse cultures and a wide range of income levels with tact and courtesy.
9. Ability to maintain a personal working telephone.

DESIRED KNOWLEDGE, SKILLS, AND ABILITIES:

1. Experience in a non-profit human service agency or community action agency that has a clearly defined mission statement, goals and objectives.
2. Knowledge of community resources available to individuals and families affected by poverty.
3. Experience in a fast-paced environment with people of diverse backgrounds.
4. Ability to speak Spanish, a Southeast Asian language or other form of communication.