



Housing & Energy Services Division

Alissa Holdson
Executive Director

Ron C. Loos
Board Chairperson

Marlo Millard
Director of Housing & Energy

INTERNAL / EXTERNAL POSITION POSTING

POSITION: Receptionist / Bi-Lingual Preferred

POSTING DATE: July 8, 2024 – Until Position is Filled

RESPONSIBLE TO: HEAP Supervisor

EMPLOYMENT STATUS: Regular, Full- Time

PRIMARY WORK SITE: State Road Facility / Energy Offices

REQUIREMENTS: See Attached Job Description.

SUBMIT RESUME TO: Tracy Rhodes

DISTRIBUTION: (ALL) Administration / Development / Fiscal / Housing Services / Health / Nutrition Services / Head Start

P.O. Box 2610, Ashtabula, Ohio 44005-2610

Funded By:

Area Agency on Aging; Ohio Department of Aging; Title XX; United Way; USDA; Ohio Department of Development; Ohio Department of Education; Senior Services Levy; Civic, Religious and private Organizations; Participant Donations

This Agency is an equal provider of services and an equal employment opportunity employer. Civil rights Act 1964 (CRA)



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RESPONSIBLE TO: HEAP Supervisor

EMPLOYMENT STATUS: Regular, Full Time

PRIMARY WORK SITE: Energy Office

GENERAL RESPONSIBILITIES:

As the first point of contact for customers seeking assistance, responsible for greeting and engaging customers in basic exploration of their needs, whether greeting them in person or answering incoming customer calls and connecting the customer to the proper resource within the division.

SPECIFIC DUTIES AND RESPONSIBILITIES:

Answers incoming phone calls and directs them appropriately.

Based on program guidelines screens customers for eligibility.

Prepares folders for Energy Specialist's to process applications.

Keep the lobby area neat and stocked on applications for ACCAA and other agency programs.

Maintain the bulletin boards with up-to-date information for clients.

Organizes and files program correspondence and documentation.

Maintains compliance with all applicable internal and external guidelines, requirements and regulations.

6920 Austinburg Road, PO Box 2610, Ashtabula, OH 44005-2610

P:(440) 997-5957

www.accaa.org

F:(440) 992-3319

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Assists with database updates and maintenance of records.

Takes responsibility to become knowledgeable regarding safety issues related to the position and to report all safety incidents or concerns.

Performs other duties as assigned as they specifically relate to the mission of the Ashtabula County Community Action Agency.

SKILLS AND QUALIFICATIONS:

Proficiently skilled in general computer use.

Ability to speak Spanish preferred.

Knowledge of or ability to master utilization of, all necessary computer software and database programs.

Displays original thinking and creativity and meets challenges with resourcefulness.

Confidentiality in all aspects of program operation must be maintained.

Requires a courteous, patient individual with the ability to work calmly under stress, understanding the environment of change, deadlines and interruptions.

Must be able to follow both verbal and written directions and have the ability to work as a team member with direct services and support personnel and demonstrate a professional attitude.

Must have available and reliable transportation. Must be able to travel to any of the designated locations, inside and outside the area. Valid driver's license and automobile insurance required. Driving record must meet Agency standards.

At times, evening and weekend hours will be required.

Must agree to a review by the Ohio Bureau of Criminal Investigations, understanding that certain convictions may result in termination of employment.

Position requires ability to bend, climb stairs and lift up to 50 lbs.

All Employees are required to observe all safety policies and procedures and report all unsafe conditions, accidents, injuries and near injuries to their supervisor.

Must comply with ACCAA Drug Free Workplace policy.

Signature

Date