

Archdiocese of Atlanta Catholic Charities Job Description

POSITION TITLE: Administrative Assistant/Receptionist

CATEGORY: Direct Service - Clerical

PROGRAM ASSIGNMENT: Immigration Services

CLASSIFICATION: Full-time, Non-exempt, hourly

JOB CODE: Scale Grade: N05

QUALIFICATIONS: **General:** High School diploma/GED. Minimum 1-3 years experience in clerical setting. Basic computer knowledge (e.g., Microsoft Word, Excel, Outlook). Direct customer service experience and bilingual in relevant language preferred.

Specific: Bi-lingual in Spanish, experience in multicultural setting.

GENERAL RESPONSIBILITIES:

The general responsibilities of this position include the responsibilities shared by all employees of Catholic Charities-Atlanta:

SPECIFIC RESPONSIBILITIES:

1. Customer Service for all CCA prospects and clients within the scope of the Branch reception area. This is inclusive of initial and on-going client interactions via electronic, phone or in-person communications.
2. Taking messages, responding to general questions and referral for all CCA prospects and clients within the scope of the Branch reception area.
3. Preparation, processing and data management of inbound and outbound mail.
4. Completing intake applications, assessing financial eligibility and setting appointments
5. Under the direction of department supervisors, general administrative support of staff involving customer service and file administration needs.
6. Completing employment authorization renewals under supervision.
7. Translation services for client support as requested.
8. Data input to various databases and MS applications. Provided report distribution support as needed.
9. Work with volunteers and make them feel welcome.
10. All other duties and responsibilities as assigned by Program Director and/or executive staff.

Approved: January 24, 2003
Revised: Oct.15, 2015

#250.All
#250.F1.3
Administrative Support

SUPERVISORY RESPONSIBILITIES: none

ACCOUNTABILITY: Business Manager, Immigration Services; Program Director, Immigration Services

COMMENTS: The work week is generally 37.5 hours per week on a year round basis; however the position requires a willingness and flexibility in work hours when necessary to fulfill job responsibilities. Employee is subject to Personnel Policies and procedures prescribed for all personnel. Must have valid Georgia driver's license, reliable personal transportation and current auto coverage. Position is exempt.

DISCLAIMER: This is not necessarily an exhaustive list of the responsibilities, tasks, skills, efforts or working conditions associated with the position. While this is intended to be an accurate description of the current job, management reserves the right to revise the job or require other tasks be performed when circumstances arise (i.e., emergencies, changes in personnel, rush job, technological developments, etc.)

I have received a copy of my current job description: _____
(Employee) (Date)