

**JOB OPENING (JOB CODE: ER010)**

**[JOB TITLE:] WHEAP Screener/Receptionist**

**[SALARY BASE:] \$13.26/hour**

**[CONTACT:] Human Resources Dept. 2701 S. Chase Avenue. Milwaukee, WI 53207**

**[LOCATION:] Milwaukee**

**[STATUS:] Full Time [TERM:] Regular**

**[CLOSING DATE:] Until filled**

**[APPLICATION DEADLINE:] Until Filled**

**[NUMBER OF OPENINGS:] 1**

**[JOB TYPE:] Internal/External**

**[SUMMARY:]**

Under the supervision of the WHEAP Supervisor/Manager is responsible for implementing administrative systems, procedures, policies and administrative projects that includes scheduling appointment, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, customer services, arranging conference calls, providing and making community resource available and data entry.

**[JOB DUTIES:]**

1. Schedule appointments for UMOS program applicants/participants to meet with staff members and/or provide direction to appropriate partner agency staff or other community resources.
2. Responsible for updating all program documents such as intake files, confidentiality documents, and record keeping.
3. Assess immediate needs, and direct applicants to appropriate services and/or programs.
4. Coordinate intake schedules, staff meetings and program community events.
5. Assist staff with organizing all outreach materials, outreach activities and community presentations.
6. Assist staff with translating community presentations such as flyers, PowerPoint presentations.
7. Track program data and statistics present to staff on monthly program activities.
8. Assists in the preparation of staff meetings, outreach events, and other related meetings.
9. Is required to use a variety of office equipment, such as the fax machines, photocopiers, scanners, and
10. videoconferencing and can use different types of telephone systems along with email programs.
11. Will coordinate and perform administrative activities and support by storing, retrieving, and integrating information for dissemination to staff and clients, answers and relays calls and messages, with follow-up to recipient in a professional manner.
12. Open, sort, and distribute incoming correspondence, including faxes and email and schedule and coordinate meetings, appointments and travel arrangements for managers or supervisors.
13. Receives visitors and program applicants/participants in a customer oriented manner, gives program information to callers and visitors and directs to appropriate staff member.
14. Maintains supplies inventory by checking stock to determine inventory level, anticipating needed supplies, placing and expediting orders for supplies and verifying receipt of supplies.
15. Ensures operation of equipment by completing preventive maintenance requirements, calling for repairs, maintaining equipment inventories, evaluating new equipment and techniques.
16. Prepares and modifies documents including correspondence, reports, drafts, minutes, contracts, memos, emails and other documents as requested.

17. Assists in coordination of planned activities, workshops, conferences, travel arrangements, venue arrangements.
18. Provide technical assistance, training and support to new staff as needed.
19. Attend meetings, conferences, workshops and performs special projects and other related duties as assigned

**[QUALIFICATIONS:]**

1. High School Diploma (or equivalent) supplemented by post-secondary education, or equivalent related training.
2. Minimum of six month of work experience in customer service or related industry. Demonstrated ability either through education and/or experience, knowledge of corporate office protocol, and customer service-oriented practices and procedures.
3. Bilingual Spanish/English preferred.
4. Demonstrated ability to speak clearly, pleasantly, and courteously, and must possess good listening/comprehension skills.
5. Must possess good organizational skills and have the ability to digest program facts and interpret them to visitors and applicants for services.
6. Knowledge and experience in recent computer software, word perfect/Microsoft Word, Excel, with demonstrated ability to type a minimum of 50 words per minute.

**CONDITION OF EMPLOYMENT:**

None

**WORK ENVIRONMENT**

The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be considered to enable individuals with disabilities to perform the essential functions.

*Physical Demands:* 1) employee is frequently required to stand, walk, sit, bend; 2) occasionally required to lift and /or move up to 40 lbs.; 3) occasionally required to drive; 4) frequently exposed to moderate temperature generally encountered in a controlled or uncontrolled temperature environment temperature environment; 5) noise level in this work is usually quiet to moderate.

*Tools & Equipment Used:* a) phone system, computer system; b) fax machine, copy machine, calculator; c) first aid equipment, fire extinguisher. Usage varies by position.

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*Equal Opportunity Affirmative Action Employer*

**08/24/21**