



Receptionist and Community Resources Navigator Job description and responsibilities

The Receptionist & Community Resources Navigator reports directly to the Health & Wellness Coordinator and may have to at times report to the SST Program Coordinator as well. This position is responsible for providing secretarial, clerical and administrative support in order to ensure that clients feel welcome when they call or arrive to office and program calls and messages are provided efficiently and in a friendly manner. This is non-exempt position, work hours are Monday to Friday and no overtime is expected.

Education and Experience

1. A high school diploma or equivalent is required. A Bachelor's degree is preferred.
2. Has at least three years of experience working in customer service.
3. Has experience in using data management systems, Word, Excel and Powerpoint.
4. Possess a valid motor vehicle operator's license.
5. Be bilingual, read, write and speak Spanish fluently.
6. Be proactive, punctual and reliable.
7. Adhere to upmost levels of confidentiality and ethical behavior.

Essential functions include the following but are not limited to:

- All other duties as assigned by the supervisor within the scope of this position that contributes to the advancement of CMLF as a premier provider of services for people with emotional/mental health/support needs.
- Answer all incoming program calls and handle caller's inquiries whenever possible redirecting calls as appropriate within a **culturally affirming** perspective.
- Check clients and visitors in, and ensures that they get transferred to appropriate staff/program.
- Greet, assist and/or direct clients and visitors in a friendly and assertive manner helping them feel **welcomed and included**.
- Provide secretarial support to supervisors and other program staff as needed within a spirit of **collaboration**.
- Ability to use Microsoft Office including Word, Excel and PowerPoint.
- Sort mail and distribute to staff's mailboxes.
- Make sure that reception area is always tidy and sanitized frequently.
- Assist with data entry of resources in the community, especially those related to Victims of Crime and mental health concerns.

- Ability to learn about community resources available for clients and listening to **community's needs** in order for them to access resources needed.

Human Resources / Finance Functions

- Performs some HR functions such as preparing New Hire packet and sits down with new staff to go over benefits, direct deposit forms, IRS forms, zoom phone usage, email address, etc.
- Gets trained in the CHAMPS system by the State and submits services provided for billing and insurance claims from a perspective of **Si Se Puede**.

Other Duties

All other duties as assigned by the Health & Wellness Coordinator within the scope of this position that contributes to the advancement of CMLF as a premier provider of services for people with emotional/mental health/support needs. Performs duties and responsibilities in accordance with applicable safety and health policies and procedures. Job duties may vary based on discipline and population served.

Centro's **Cultural Values**: Culturally Affirming, Diversity, Equity and Inclusion, Community at the Center, Collaborative, Si se Puede (We Can) Attitude.

We are a minority staffed and minority serving organization. People of color and minorities are strongly encouraged to apply. If interested, please send resume to Dr Sonia Acosta at sacosta@centromulticultural.org