



NEIGHBORHOOD HOUSE ASSOCIATION

5660 Copley Drive • San Diego, CA 92111

*Developing children, families and future leaders of our communities through
empowerment, education and wellness from our house to yours.*

JOB ANNOUNCEMENT

TELEPHONE OPERATOR / RECEPTIONIST

DATE POSTED: March 27, 2018 **APPLICATION DEADLINE:** April 27, 2018

Position no. / Range:	0497/ 42.01	Union Status:	Non- Union
Starting Pay/ Range:	\$14.52 - \$16.02 p. hr.	Status/ Hours:	FT / Non- Exempt
Hours of Work:	Monday- Friday 7:30a- 3:30p	No. of Weeks:	52
Location:	5660 Copley Dr., SD, CA 92111	Dept. / Program:	Administrative

Basic Job Assignment:

Under the supervision of the Senior Management Analyst, the Telephone Operator/ Receptionist performs receptionist duties, greeting visitors and the public at a central receptionist area; answers telephones, routing calls to the appropriate office or staff member; responses to inquiries, answers questions and provides information, in-person and over the telephone; performs a wide variety of routine to moderately difficult clerical support functions, including word processing, data entry and records management duties; and performs related duties as assigned.

Employment Requirements:

The ideal candidate is a self-motivated, independent worker who possesses a solid knowledge of office administration practices, policies, and procedures; correct English usage, including spelling, grammar and punctuation; policies and procedures, applicable to assigned areas of work; recordkeeping and filing practices and procedures.

The ideal candidate will also have the ability to operate a computer terminal and / or computer using word processing, spreadsheet, database and other standard business software; type accurately at a speed necessary to meet the requirements of the position; organize, set priorities and exercise sound independent judgment within areas of responsibility; interpret, apply, explain and reach sound decisions in accordance with laws, regulations, rules and policies; train others in work processes and procedures; organize, research and maintain complex and extensive office files; compose correspondence from brief instructions; communicate clearly and effectively orally and in writing; prepare clear, accurate and concise records and reports; maintain sensitive and confidential information; use tact, discretion and diplomacy in dealing with sensitive situations and concerned people and customers; and establish and maintain highly effective working relationships with officials, staff, the public and others encountered in the course of work. The incumbent must have demonstrated experience working with culturally and ethnically diverse, low income or no income clients and unique populations.

Qualifications:

- Graduation from high school or successful completion of a GED program; **AND**
- A minimum of one year of increasingly responsible office administrative and general clerical experience involving frequent public contact;
- The ability to provide a high level of customer service is required;
- The ability to prioritize, handle multiple tasks simultaneously with accuracy and extreme confidentiality is critical;
- Proficiency in computer software and applications is required;



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Example of Major Functions:

- Greets visitors to the administrative office, confirming appointments and referring visitors to the proper office and/or staff member;
- Explains NHA rules, policies, procedures and programs, in person and over the telephone, or refers to the appropriate office or staff member;
- Answers, screens and refers telephone calls, take messages;
- Operates a computer terminal and performs word processing and/or data entry in accordance with standard procedures and computer software requirements;
- Maintains a variety of standard office and specialized records and files;
- Prepares manual and computer logs and files;
- Distributes incoming packages, i.e. federal express, UPS, UPPS
- Opens, logs and routes office mail;
- Operates a variety of standard office equipment;
- Performs miscellaneous clerical tasks and other duties as assigned;



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APPLICATION SUBMITTAL INSTRUCTIONS:

Applications may be obtained at 5660 Copley Drive, San Diego, 92111; 841 S. 41st Street, San Diego 92113; or on the Agency website at www.neighborhoodhouse.org. Applications may be mailed or delivered to the Human Resources Department at 5660 Copley Drive, San Diego, CA 92111 or scanned/emailed to: recruiting@neighborhoodhouse.org. Applications must be fully completed (per instructions), signed, and dated when submitted. Any applicable supplemental application questions and/ or certifications must be attached to the application at the time the application is submitted. All statements on the application will be subject to verification and investigation prior to employment. In order for your education or certification(s) to be considered, you must attach a copy of your official degree transcripts or diploma or foreign equivalency report and/ or certification to your application. Please only submit the documents required.

NOTE: *Only those candidates being considered will be contacted for an interview and reasonable accommodations may be made to enable individuals with qualified disabilities to perform the essential functions of job on a case by case basis.*

ABOUT NHA

The neighborhood House Association is a non- profit organization. Head Start positions are funded in whole or in part by money provided through the State and Federal Government. Additionally, some Social Service Program positions may be funded in whole or in part through grant funds. Because positions and salaries may be funded through grants, and State and Federal funds ongoing employment will be contingent upon the continued receipt of these funds.

BENEFITS:

Eligible employees receive the following benefits: Vacation;

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| • Sick leave; | • 401K Retirement Plan; | • Life & Disability insurance; |
| • 13 paid holidays; | • Medical; | • Supplemental Life & |
| • Two (2) personal days; | • Dental; | Voluntary Products; |
| • Four (4) days annual | • Flexible Spending | • Social Security; |
| bereavement leave; | Account (FSA); | |

**Medical and dental benefits are provided to regular employees who work a minimum of 30 hours per week.*

INTRODUCTORY PERIOD:

All regular appointees serve 6 months introductory period.

CITIZENSHIP/IMMIGRATION STATUS:

In accordance with the Immigration Reform and Control Act of 1986, Neighborhood House Association hires only U.S. citizens and others lawfully authorized to work in the U.S.

This Job Announcement is not an offer of employment. The provisions of this job announcement do not constitute an express or implied contract. Any of the provisions contained in this job announcement may be modified or revoked without notice. Any person who is hired may voluntarily leave their employment upon giving proper notice, and may be terminated by the Agency at any time and for any reason. Any oral or written statements to the contrary are hereby expressly disavowed and should not be relied upon by any prospective or existing employee.

Please note that offers of employment are only valid if they are made by the Human Resources Department