

Position opens: August 10, 2017

Elko County Human Resources Employment Opportunity Announcement

POSITION: Human Services Receptionist

SALARY: Step 1 - \$ 17.9336
Step 2 - \$ 18.4726
Step 3 - \$ 19.0264

APPLICATION DEADLINE: August 18, 2017

Elko County is looking for a motivated, detail-oriented individual to join the Human Services team. Human Services consists of three areas – Human Resources, Social Services, and the Public Guardian’s office. The successful candidate will support each of the areas. Must be willing to go the extra mile, be a team player, a problem solver, and, most of all, have great customer service. The ideal candidate will have at least one year of clerical experience in a dynamic, fast paced environment.

- 100% PERS Retirement
- Minimal Fee for Employee Health, Vision, Dental and Life Insurance

Obtain an application and full job description at www.elkocountynv.net.

Elko County Human Services
540 Court St, Suite 105 (Physical Address)
571 Idaho St. (Mailing Address)
Elko, NV 89801
(775) 738-4375 phone
(775) 738-5984 fax

Elko County is an Equal Opportunity Provider and Employer.

In compliance with applicable laws reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations.



**ELKO COUNTY
HUMAN SERVICES**
571 Idaho Street
Elko, NV 89801
775.738.4375
775.738.5984 (fax)

Job Code: 27103
Date Est.: 8/2017
Last Rev.:
FLSA: Non-exempt
Probation: N/A

HUMAN SERVICES RECEPTIONIST

DEFINITION

Provides administrative and clerical support to the Human Services Department, which includes the Public Guardian, Social Services, and Human Resources. Performs a variety of general clerical duties including typing/word processing, reception, and answering phones; files and performs errands of an official nature for other office staff.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Human Services Administrator.

EXAMPLES OF DUTIES

The following duties are typical for this position. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Provide customer service, both in-person and by telephone; screen and direct calls; take and relay messages; answer questions from employees and the general public regarding human resources policies and procedures and social services programs; respond to employment verification requests, salary and benefit surveys and other requests for information.
- Performs a variety of general office support duties; make copies; maintain calendar of activities, appointments, and meetings; process mail including receiving, sorting, time-stamping, logging and distributing incoming and outgoing correspondence and packages.
- Provide general clerical and administrative support; compose and type letters, memoranda, and other correspondence related to assigned to assigned area; prepare a variety of reports including technical and statistical reports and status reports pertaining to assigned programs and activities.
- Deal effectively with aggressive, angry, and sometimes threatening individuals in a calm and professional manner, assessing whether or not the individual is a threat to the department. Responsible for contacting court security, when appropriate.
- Accurately and timely enters data into various computer programs and databases.

- Maintain accurate personnel and social services records, ensuring retention of records in accordance with the records retention schedule.
- Research, compile, and analyze data for specialized personnel projects and reports, some of which may be used a part of the labor negotiation process.
- Organize and maintain invoices to be paid. Receive department head approval for payment of invoice. Process appropriate method of payment.
- Maintain procurement card receipts submitted for department purchases. Submit to Administrator for approval. Keep necessary copies on file.
- Maintain office supplies.
- Runs errands such as making bank deposits, picking up reports, forms, and documents from other departments, organizational entities, etc.
- Takes and transcribes meeting minutes for various meetings, including employee relations meetings.
- Makes arrangements for various meetings and travel.
- Complies with Elko County policies and department procedures.
- Accurately, dependably, and promptly finishes assignments.
- Listens carefully and effectively, responds appropriately.
- Keeps supervisor informed of work status and pertinent issues.
- Willing to assume responsibility.
- Communicates tactfully and skillfully with co-workers, customers and the general public.
- Performs professionally and efficiently under pressure.
- Maintains business confidences at all times.

QUALIFICATIONS

KNOWLEDGE OF:

- Basic elements of English usage, grammar, spelling, and punctuation;
- Operation of basic office equipment such as fax machines, copiers, and personal computers;

- Principles of providing customer service to the public and to internal customers;
- Telephone and general reception procedures; and
- Basic record keeping and bookkeeping principles and practices.

SKILL TO:

- Accurately type at a rate sufficient to perform assigned duties;
- Format basic correspondence and reports following instructions and procedural manuals; and
- Maintain accurate files and records.

ABILITY TO:

- Exercise good judgement and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
- Perform a broad range of clerical tasks following guidelines and instructions with accuracy and speed;
- Perform basic arithmetic calculations using a calculator;
- Learn and apply general office procedures and policies;
- Provide quality customer service including the ability to respond to the public and others in a courteous and respectful manner; and
- Provide factual information in person and over the phone consistent with the organization's policies, procedures, and guidelines.
- Understand and follow directions.
- Type and enter data at a speed necessary for successful job performance.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Ability to manage several tasks and personalities at one time.
- Establish and maintain effective working relationships with those contacted in the course of work.

EXPERIENCE AND EDUCATION

Any combination of training, education, and experience that would provide the required knowledge, skills, and abilities. A typical way to gain the required knowledge, skills, and abilities is:

Possession of a high school diploma or equivalent and one year of general clerical experience performing a variety of office clerical tasks, including the use of a computer or any combination of training and experience that would demonstrate the desired knowledge and abilities of the position.

LICENSES OR CERTIFICATES

Possession of a valid driver's license or alternate means of travel is required at the time of employment and as a condition of continued employment.

Physical and Mental/Intellectual Requirements:

The physical and mental/intellectual requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

Strength, dexterity, and coordination to use keyboard and video display terminal for prolonged periods. Strength and stamina to bend, stoop, sit, and stand for long periods of time. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of files, stacks of paper or reports, references, and other materials. Some reaching for items above and below desk level. Some reaching, bending, squatting, and stooping to access files and records is necessary. The ability to interact professionally, communicate effectively, and exchange information accurately with all internal and external customers. Ability to appropriately handle stress and interact with others, including supervisors, coworkers, clients, and customers. Regular and consistent punctuality and attendance. Light lifting (up to 25 pounds) is occasionally required.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Applicants and incumbents are encouraged to discuss potential accommodations with the employer.

Working Conditions:

Work is performed under the following conditions:

Position functions indoors in an office type environment where most work is performed at a desk. Position may require occasional travel by car to carry out deliveries or pick up material. Working environment is generally clean with limited exposure to conditions such as dust, fumes, noise, or odors. Frequent interruptions to planned work activities occur.

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