

## **RECEPTIONIST/LIHEAP COUNCIL BLUFFS**

West Central Community Action is seeking a full-time, year-round Receptionist for our Pottawattamie County Office.

Job duties would include:

- Greet clients & visitors and determine the nature of their visit.
- Direct visitors to the correct department and notify the appropriate person.
- Operate a multi-line telephone console.
- Communicate with callers and visitors in a professional, friendly, and efficient manner.
- Schedule LHEAP appointments.
- Process incoming/outgoing mail.
- Order and maintain office supplies.
- Assist clients in completing confidential basic information forms.
- Take and process LIHEAP & crisis applications
- File, copy, and fax as needed.
- Submit monthly reports

Job Requirements include:

- High School Diploma or GED required, higher education preferred
- Ability to work with the clients, other staff, and the general public in a professional manner
- Previous Office experience preferred, but not required
- Good Work Ethic
- Professional Appearance
- Good Customer Service Skills
- Proficient in Microsoft Office Suite
- Ability to multi-task while maintaining careful attention to detail
- Ability to work effectively both individually and within a team environment

Our benefits include: Health, dental and life insurance, paid vacation, sick and holidays, IPERS and 403(B) retirement programs. Learn more about our agency and apply online at [westcentralca.org](http://westcentralca.org).

In accordance with the requirements of Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, West Central Community Action affirmatively states that it does not discriminate on the basis of race, sex, or disability in any of its programs and activities, and this policy extends to employment by the Agency.

All qualified applicants will receive equal consideration for employment without regard to race, color, national origin, religion, sex, pregnancy, marital status, sexual orientation, transgender, gender identity, age, physical or mental disability, covered veteran status, or any other characteristic protected by law.

Eligibility and other terms and conditions of employment benefits at West Central Community Action are governed by laws and regulations of the State of Iowa, and this non-discrimination statement is intended to be consistent with those laws and regulations.

Neither this job posting nor any submission of your resume or letter of application should be construed as an offer, guarantee, or length of employment.