

CHILD CARE CONNECTION

JOB OPPORTUNITIES

Receptionist/Administrative Assistant

Rate: \$16 - \$17/hr.

Status: Hourly (35 hrs./wk.)

Child Care Connection, a non-profit, child care resource and referral agency, seeks an experienced customer service candidate to manage the front desk, greet and assist customers, and cover the central telephone line. Responsibilities include ensuring visitors are acknowledged promptly and efficiently, referring customers to the appropriate individual or department for assistance, and helping to maintain security policies and procedures. The receptionist will answer, screen, and route calls to the department or extension to best address callers' stated request.

Duties include providing administrative assistance to the office manager, departments, and directors as assigned; assist with administrative tasks, such as copying, collating, and receiving, opening, and distributing mail. Receptionist will build knowledge of agency operations in order to provide general information about the services offered to the public. The successful candidate will have proven experience in welcoming and aiding the public to access company information and services, working with diverse needs, time management, and being adaptable with work assignments.

Requirements:

- High school diploma or GED; associate's degree in related field preferred.
- Prior experience in customer service, as a receptionist, or in related field involving a high level of interpersonal interaction and consumer engagement.
- Competency in Microsoft applications (Word, Excel, Outlook)
- Experience with a high volume of incoming phone calls, entering data, and distributing, organizing, recording, and processing information.
- Working knowledge of security guidelines, reception procedures, and appropriate practice.
- Ability to appropriately handle incoming calls while assisting walk-in customers.

Skills:

- Excellent customer service, time management, clerical, and telephone skills.
- Strong interpersonal skills, team focus, ability to maintain security and confidentiality guidelines.
- Strong written and oral communication skills.
- Dependable and able to work under pressure.
- Bilingual in Spanish a plus.

Benefits: Paid Time Off (PTO), Medical/Dental Insurance, Life Insurance, Long-Term Disability Insurance, Pension.

Send cover letter and resume to: Human Resources, Child Care Connection, 1001 Spruce St., Suite 201, Trenton, NJ 08638, fax: 609-989-8060, or email: hr@ccc-nj.org

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