



[www.ccyoso.org](http://www.ccyoso.org)

125 Corporate Place, Suite A, Vallejo, CA 94590  
(707) 644-8909

275 First Street, Woodland, CA 95695  
(530) 241-4081

<b>Job Title:</b>	Receptionist	<b>Job Category:</b>	Administrative Assistant
<b>Department/Group:</b>	Administration	<b>Travel Required:</b>	Yes
<b>Location:</b>	Vallejo, Solano County	<b>Reports To:</b>	Office Manager
<b>Position Type:</b>	Non-Exempt, 35 hrs/week	<b>Salary</b>	\$16 an hour

Catholic Charities of Yolo-Solano (hereinafter “CCYS”) provides supportive services to low-income individuals and families in the counties of Yolo and Solano. We are seeking an organized, self-motivated individual to serve as our Receptionist, which includes managing the front desk and greeting clients.

*NOTE: Not all unique aspects of the job are covered by this job description*

### **Job Description**

Catholic Charities Yolo-Solano (CCYS) is seeking a Receptionist for its Vallejo office. The Receptionist manages the day-to-day incoming phone calls and messages; is the first point of contact for walk-in clients and visitors; and provides clerical and office systems technical support to the agency staff. Carrying out these duties in a professional and courteous manner.

The Receptionist works closely with all agency programs and reports to the Office Manager.

### **Core Duties**

Processing incoming calls with professionalism involves multi-tasking; call screening, messaging, and routing calls to agency staff; placing and monitoring those on hold with courtesy.

- Opening and closing the Vallejo office as schedule and office use needs permit.
- Greets clients and visitors and promptly informs appropriate staff member of the client arrival.
- Directs visitors to waiting area, as needed; monitors guest waiting time.
- Places/directs phone messages to appropriate voice mail boxes; tracks written messages.
- Interviews/assesses first-time visitors to determine which program and staff member they need to see.
- May research, schedule, coordinate, and engage with office systems repair service providers.
- Provides support for special activities and programs of the agency.
- Interfaces with volunteers as appropriate with the other components of these responsibilities.



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- Creates reports and forms to support and assist the agency with programming management and documentation.
- Other duties as requested.

### **Core Competencies**

- Understands CCYS mission and is responsible, adaptive, resourceful, innovative & solution focused and team oriented.
- Demonstrate a fundamental respect for the dignity of others.
- Understands and values quality improvement, able to effectively address overlapping projects and deadlines. Adaptable and reliable in the face of conflict, crisis, or changing priorities
- A demonstrated commitment to diversity and inclusion, valuing a diversity of perspectives and encouraging contributions by all team members
- Able to safely lift up to 20-30 lbs.

### **Minimum Qualifications:**

**Education:** High School diploma or Associates degree, a plus.

**Experience:** 1-2 years of relevant experience in social services setting or experience in a setting requiring interaction with the public.

### **Qualities/Skills:**

- Proficiency in Microsoft Office, Word, Works, Excel, Outlook and PowerPoint; and Google office and Salesforce products; willingness to help train staff in uses, as necessary.
- Excellent interpersonal communications skills including telephone reception, strong writing ability, experience dealing with the public, commitment to working well with a staff team.
- Proficiency in database and hard copy paper filing systems.
- Bi-lingual: fluency in Spanish and English.
- Demonstrate high ethical standards

Applicants must submit a resume, cover letter, three professional references to [jobs@ccyoso.org](mailto:jobs@ccyoso.org).

**Only those applicants selected for interviews will be contacted and required to fill out additional supplement forms.**

No Phone calls please

Position is open until filled