

<b>Company Name:</b> District 6 HRDC	<b>Job Description</b>
<b>Job Description Title:</b> Referral Assistant	<b>FLSA Status:</b> Non-Exempt
<b>Accountable To:</b> Executive Director	<b>Position Status:</b> Regular, Full Time/Part Time
	<b>Revision Date:</b> September 22, 2021

**Job Summary:**

Greet customers, provide information and answers to questions and refer to the appropriate program or case manager. Perform general office duties and provide administrative assistance to the Executive Director and other staff members.

**Essential Duties and Responsibilities:**

- Regular attendance
- Greet visitors, address and respond to general inquiries from visitors and incoming phone calls or refer inquiries to appropriate party
- Prepare correspondence, reports, forms, tables and other materials, including editing and proof reading, as requested by staff members
- Receive and handle cash and checks and submit a monthly report to the Fiscal Officer
- Purchase office supplies for use within the organization following established financial procedures
- Sort and coordinate incoming and outgoing mail, prepare bulk mailings, order postage and prepare monthly report of postage use, by program, and submit report to the Fiscal Officer.
- Maintain broad knowledge of all programs administered by the organization and good awareness of other social service agencies including local and state agencies. This includes an understanding of the various services provided by these agencies and their contact information
- Prepare classified ads monthly and send to the newspapers
- Cut and submit to the Fiscal Officer any advertising paid for by the organization, including job postings.
- Maintain the office equipment and monitor upkeep and repairs
- Maintain general office brochures and displays
- Attend organization and other training and meetings as required
- Perform other duties as assigned

**Minimum Qualifications (Experience/Education):**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

- High School diploma or equivalent and a minimum of one to two years related office administration experience
- Interpersonal and communication skills to effectively communicate with clients, the public, the community and other related agency contacts
- Ability to provide good customer service to participants and applicants
- General knowledge of the public, private sector and community resources
- Broad-based computer skills, including but not limited to: data entry, use of word processing and spreadsheet software, use of web-based programs and email
- Experience in working in an environment with changing priorities
- Ability to solve problems and work independently
- Interest and experience in working with or willingness to work with people of low income
- Valid Montana driver's license, proof of personal vehicle insurance, and meet insurability requirements for the organization's automobile insurance policy

**Physical Demands & Working Conditions:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Regularly required to sit for extensive periods of time and walk, stand and reach
- Regularly required to use of fingers, hands and arms when working with computer and for lifting and carrying
- Regularly required to talk and listen
- Occasionally required to lift up to 25 lbs.
- Occasionally climb stairs, stoop, kneel and crouch
- Regularly required to use close, distance and peripheral vision
- Occasionally required to undertake travel

Employee signature

Date

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Supervisor signature

Date

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