

**POSITION: Program Support and State Office Receptionist**

**SUPERVISOR:** Executive Director

**STATUS:** Full-time, 12 months, hourly.

**GOAL:** To support staff by answering state office phone lines and routing parent and agency phone calls appropriately, providing clerical and other administrative support, and maintaining consistent data collection and reporting.

# DESIRED QUALIFICATIONS:

* Ability to work and relate well with family members of children with disabilities as well as adults with disabilities.
* Ability to work collaboratively as part of a team, and independently.
* Effectively use office equipment: Computer, printer, copier, postage meter, multi-line phone, etc.; type 50 words per minute.
* Proficient internet and computer skills, including working knowledge of Microsoft Office and other related computer programs.
* Ability to maintain file systems.
* Flexibility and ability to work under short term notice and meet deadlines.
* Collection of data for evaluation purposes and reporting to supervisors and meet scheduled reporting deadlines.
* Experience with Quickbooks is a plus.
* Excellent organizational skills.

# MUST ALSO DEMONSTRATE:

* Excellent interpersonal and writing skills.
* Excellent ability to multi task.
* Excellent computer and internet skills.

# ROLES AND RESPONSIBILITIES

* Provides front office reception services to parents and visitors.
* Answers state office phone lines, routing parent and agency calls, taking accurate messages and distributing those appropriately, registering parents for workshops through MPACT’s online registration system.
* Assists with planning and preparation of staff meetings and other events.
* Maintains, updates and prints, as necessary, all organization materials: MPACT rosters, regional maps, Mentor Manuals, Board Manuals, Employee Policies, etc.
* Maintains resources resource information materials and distributes to staff and mentors as

requested.

* General office duties.
* Data and Survey Entry.
* Participate in job performance evaluation in conjunction with training, conferences, seminars and webinars; participate in training and monthly teleconference calls.
* Assists with planning and implementation of any state-wide MPACT conferences.
* Participate in professional development opportunities.
* Attend all staff meetings.
* Other job-related duties as may be assigned.

# COMPENSATION

Commensurate with experience.