



CWDA

Advancing Human Services
for the Welfare of *All* Californians

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County Welfare Directors Association of California (CWDA)

Recruitment Announcement

Position: Receptionist

Position Type: Full-Time 40 hours per week, Non-Exempt

ABOUT CWDA:

The County Welfare Directors Association of California (CWDA) is a non-profit association representing the human service directors from each of California's 58 counties. CWDA's mission is to promote a human services system that encourages self-sufficiency of families and communities and protects vulnerable children and adults from abuse and neglect.

ABOUT THE POSITION:

We seek a highly personable, professional front-desk receptionist to join our dynamic team. Candidate must have the ability to multi-task in a fast-paced environment. Greet office visitors enthusiastically; answer, screen, and transfer incoming phone calls; perform data entry and a wide range of clerical duties. Demonstrate excellence in customer service, time and priority management, and written and verbal communication skills.

If you exemplify a value-based approach, demonstrating integrity, credibility, consistency in performance, and a strong team orientation, we hope you'll apply. Patience, flexibility, adaptability, creativity, and a desire to serve are all helpful traits in the success of this role.

POSITION DUTIES:

Under the supervision of the Executive Assistant, the responsibilities of the Receptionist include, but are not limited to:

- Supports Executive Assistant and association staff with office/administrative needs
- Opens and prepares office each morning according to standards
- Creates a welcoming environment by greeting guests, answering, screening and transferring phone calls, directing visitors, and taking messages for association staff
- Takes member and customer questions or issues and pass them on the appropriate parties
- Office-related work, such as filing, copying and compiling documents (electronically or with a paper filing system), sorting and distributing mail and deliveries
- Schedules and helps maintain the calendar of executives and association staff

- Sends email correspondence on behalf of association staff to members and agencies
- Coordinates the booking and setting up of meeting rooms and provides additional meeting support of association staff
- Monitors and maintains cleanliness of reception, conference room, and break room areas
- Orders supplies and maintains office inventory and equipment
- Proofreading of memos and documents
- Helps maintain website and email distribution lists with updated information

REQUIRED SKILLS:

- Ability to multi-task
- Excellent customer service and soft skills
- Ability to use a multiline phone system and transfer calls appropriately
- Team oriented with a focus on collaboration
- Strong written and verbal communication skills
- Proficiency with Office suite, especially Outlook, Word and Excel
- Proficiency with virtual meeting platforms; Zoom, Teams, WebEx
- Basic office knowledge such as electronically and physically filing, copying, and compiling documents
- Ability to organize work and manage time effectively to accomplish assigned tasks by deadlines
- Basic proofreading knowledge
- Detail oriented, organized, and tidy

EDUCATION AND EXPERIENCE:

A high school diploma or higher with a combination of experience and education that provides the required knowledge and abilities, will be considered qualifying. Relevant work experience in state or county government, in a relevant discipline are desirable but not required.

TYPE OF WORK ENVIRONMENT:

This position offers opportunities to meet and work with many county staff leaders, in a fast-paced and dynamic environment. CWDA staff are encouraged to be innovative and largely work autonomously with support of senior staff. CWDA's physical office is located in downtown Sacramento, California, and the office offers a mix of remote and in-person work. **The ideal candidate is committed to working in person on a regular full-time basis.**

COMMITMENT TO DIVERSITY:

Diversity is a core value at CWDA. We are passionate and committed to building and sustaining an inclusive and equitable working environment for all employees. Additionally, we support our member agencies to do the same for their staff while promoting equity and

inclusion for the individuals and families served by county human services programs. We believe every member on our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, design policy solutions, and deliver effective advocacy for our members. We especially encourage people who come from, or are otherwise familiar with, the communities impacted by our work to apply for open positions on our team.

COMPENSATION:

CWDA offers a competitive salary and benefits package. The hourly rate for this position is \$25.00 per hour. Benefits include health, dental and vision. We offer a defined benefit retirement system that is reciprocal with CalPERS, a 457 plan, and an Employee Assistance Program.

TO APPLY:

Please email cover letter and resume addressed to Traci Metcalf at tmetcalf@cwda.org.

POSITION AVAILIBLTY:

The position is immediately available. The application period will remain open until May 12, 2024.