

**DISTRICT XI HUMAN RESOURCE COUNCIL  
POSITION ANNOUNCEMENT**

**Position:** Clerical Support Team Member  
**Schedule:** 10-19 hrs./week; Monday – Friday  
**Compensation:** \$12.00/hr.  
**Opening Date:** November 8, 2017  
**Closing Date:** Screening will begin November 15, 2017  
Applications received after that date may be considered.  
Position is open until filled.

**General Purpose:** Clerical Support Team position involves receptionist duties including greeting clients, answering multi-line telephone, client assistance and referral. Provides clerical support for all programs at the Human Resource Council. Hours and days worked each week may vary as scheduled by the Office Manager. Must have availability for on-call coverage for unexpected leave and scheduled vacation coverage, which may require an 8-hour workday on occasion.

**Education and Experience:** Three years clerical experience and education equivalent to a high school education. Other combinations of education and experience, which could provide these skills, knowledge, and abilities, will be evaluated on an individual basis.

**Necessary Knowledge, Skills and Abilities:**

- Must be able to maintain regular attendance and work scheduled hours.
- Ability to interact well with low-income clients and show compassion, as well as the ability to de-escalate tense situations.
- Working knowledge of office practices, procedures and agency rules. Knowledge of business English, spelling, composition, and record keeping.
- Basic knowledge of computer operation and data entry programs.
- Ability to organize work, set priorities and keep accurate records.
- Work well with staff and other community agencies.
- Work as a team member with enthusiasm and positive attitude.
- Valid Montana State Driver's License or ability to obtain one and insurable on company policy.

**APPLICATION PROCESS**

Application packet, including full job description, available at:

Human Resource Council  
1801 South Higgins Avenue  
Missoula, MT 59801

You may request the Application Packet electronically by contacting Lina at [lina@hrcxi.org](mailto:lina@hrcxi.org) or on the HRC website at [www.humanresourcecouncil.org](http://www.humanresourcecouncil.org)

To be considered for the position, a completed HRC Application for Employment and any other related information must be returned to the Human Resource Council, 1801 South Higgins, Missoula, MT 59801.

Human Resource Council is an Equal Opportunity Employer.  
Reasonable accommodations are provided in the hiring process for persons with disabilities.

**DISTRICT XI HUMAN RESOURCE COUNCIL, INC.**

<b>Department:</b> Administrative	<b>Job Description</b>	
<b>Job Description Title:</b> Clerical Support Team Member	<b>FLSA Status:</b> <i>Non Exempt</i>	<b>Pay Grade:</b> 5
<b>Accountable To:</b> Susan Cloninger, Office Manager	<b>Position Status:</b> Part-time	
<b>Prepared By:</b> Susan Cloninger	<b>New/Revision Date:</b> August 22, 2016	

***Job Summary:***

Clerical Support Team position involves receptionist duties including greeting clients, answering multi-line telephone, client assistance and referral. Provides clerical support for all programs at the Human Resource Council.

***Essential Duties and Responsibilities and Expectations:***

1. Report to work on time each scheduled day.
2. Be courteous and treat company employees, customers and the public with respect.
3. Provide exceptional customer service.
4. Answering multi-line phone, transferring to the appropriate program and/or person, take accurate messages.
5. Deciphering the client need by asking and/or repeating questions(s) and referring individuals properly based on circumstance.
6. Provide clients accurate forms and assist in completing as needed.
7. General filing as requested in an accurate and timely manner.
8. Enter required data into the HRC and State of Montana databases.
9. Open and distribute mail to the proper person/program. Prepare daily outgoing mail. Handle and put together required mailings, including bulk mailings and notifications to clients.
10. Opening and closing all offices at the Missoula location.
11. Schedule appointments as requested.
12. Keep current on general guidelines of all HRC Programs.
13. Distribute faxes efficiently.
14. Troubleshoot minor office machine maintenance, error message, such as paper jams, replacing toner, etc.
15. Keep all machines loaded with paper for printing and copying.
16. Typing of correspondence, including composing letters.
17. Run office errands as requested.
18. Ordering office supplies.
19. Clearly communicate questions and/or concerns to your supervisor when they arise.

20. Maintain appropriate communications with supervisors and co-workers.
21. Perform other duties as assigned, which require similar knowledge, skills and abilities.

**Minimum Qualifications:**

Other combinations of education and experience, which could provide these skills, knowledge, and abilities, will be evaluated on an individual basis.

**Skills, Knowledge & Abilities**

- Must be able to maintain regular attendance and work scheduled hours.
- Ability to interact well with low-income clients and show compassion, as well as the ability to de-escalate tense situations.
- Working knowledge of office practices, procedures and agency rules. Knowledge of business English, spelling, composition, and record keeping.
- Basic knowledge of computer operation and data entry programs.
- Ability to organize work, set priorities and keep accurate records.
- Work well with staff and other community agencies.
- Work as a team member with enthusiasm and positive attitude.

**Experience and Education**

- Three years clerical experience and education equivalent to a high school education.

**Licenses/Certifications**

- Valid Montana State Driver's License or ability to obtain one and insurable on company policy.

**Supervisory Responsibilities:** None

**Technology Used:** Computer, multi-line phone, copy/printer/scanning machines, fax and other commonly used office equipment.

**Physical Demands and Work Environment:**

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

- Work is performed primarily in an office setting. Out of office meetings/errands may be required.
- Hand-eye coordination is necessary to operate computers, various pieces of office equipment.
- Sitting for long periods of time, repetitive movements, reaching, bending, stretching and some light to medium lifting.
- May encounter individuals who are in desperate situations, angry and/or hostile.
- Driving may be required in all types of Montana weather.

**Required Employee Clothing:**

Professional attire appropriate to an office setting.

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

*The above statements are intended to describe the general nature and level of work being performed by the individual assigned this position. This job description is not intended to be an exhaustive list of all responsibilities, duties and skills of the employees in those in those positions(s).*

*I have read and accept the duties and responsibilities as outlined. I have also been given the opportunity to discuss any questions or concerns regarding any or all of the above directly with my supervisor prior to signing this document. Further, I agree to notify my supervisor immediately in the event that I am unable to fulfill any or all of the duties as outlined above.*

*I understand that DISTRICT XI HUMAN RESOURCE COUNCIL, INC. reserves the right to revise or change this job description as the need arises.*

\_\_\_\_\_  
Employee Acknowledgement and Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name