

**DISTRICT XI HUMAN RESOURCE COUNCIL
POSITION ANNOUNCEMENT**

Position: Clerical Support Team Member
Schedule: 40 hrs./week; Monday – Friday
Compensation: \$20.36/hr. plus an excellent benefit package that includes retirement, holiday, vacation, sick time, and other benefits dependent upon hours worked per week.
Opening Date: July 28, 2026
Closing Date: Position is open until filled.

General Purpose: The Clerical Support Team Member position involves receptionist duties including greeting clients, answering a multi-line telephone, client assistance and referral. Position provides clerical support for all programs at the Human Resource Council.

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:

1. Apply online by going to the HRC website at www.humanresourcecouncil.org under Careers.
2. Request an application packet to be mailed or emailed to you by contacting Darlene at dmt@hrcxi.org.
3. Pick up an application from our main office at 1801 S. Higgins Ave, 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.

Department: Administrative	Job Description
Job Description Title: Clerical Support Team Member	FLSA Status: Non-exempt
Accountable To: Susan Cloninger, Office Operations Manager	Position Status: Full-time
Prepared By: Susan Cloninger	Revision Date: January 8, 2024

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, and stretching.
- Light to medium lifting, up to 40 lbs.
- 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