



## MENDOCINO COUNTY YOUTH PROJECT

776 S. State Street, Suite 107, Ukiah, CA 95482  
707-463-4915 (phone) 707-463-4917 (fax)  
www.mcyp.org



### RECEPTIONIST

**LOCATION:** Ukiah  
**REPORTS TO:** Human Resources Manager

**THE AGENCY:** The Youth Project is a joint powers agency that works in collaboration with a private non-profit, Mendocino Family and Youth Services. Its mission is to support the development of healthy youth. We offer opportunities for children, adolescents, and their families to acquire the guidance and skills they need to enhance self-esteem and establish healthy relationships so they may contribute to and strengthen our diverse community. The agency has been in existence since 1974, providing services throughout Mendocino County. Current services include a 24-hour youth crisis program with respite care, youth drop-in centers, school-based prevention education, intervention and treatment programs around children, youth and young adult mental health issues, alcohol, drug, and tobacco use prevention and treatment, family support services, positive youth development and outpatient mental health services.

**THE POSITION:** This is a part-time, 20 hours per week (1-5pm) entry level position. Duties involve answering a multi-line phone professionally, politely, directing the calls correctly, and greeting clients in addition to assisting with other clerical needs.

#### **DUTIES AND RESPONSIBILITIES**

- Answer incoming calls and direct calls correctly
- Welcome clients and visitors and direct them appropriately
- Track in/out employee board throughout each work day
- Maintain cleanliness of lobby and front office
- Maintain supply of agency brochures and forms
- Process incoming and outgoing mail
- Compose and type correspondence as directed
- Typing and data entry as needed
- Communicate directly with 24/7 crisis line contractor to distribute referred calls
- Communicate with staff regarding client schedules, appointment requests
- Assist staff with room use calendars
- Assist other departments as needed
- Other duties as assigned

#### **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

- Excellent verbal, listening and writing skills in English.
- Ability to work with a large variety of people including MCYP staff, children, youth, families, school and law enforcement officials, and other agencies in a patient and helpful manner.
- Ability to work effectively in fast, high-stress but fun environment with extensive contact with the public, including clients calling in crisis.
- Ability to follow direction
- Neat, organized and detail oriented
- Present in a friendly and professional manner to all clients and staff



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### **MINIMUM JOB REQUIREMENTS:**

- High School graduate or equivalent.
- One year of high-volume multi-line phone systems experience.
- Microsoft Office skills – Word, Outlook, Excel, Publisher
- Ability to be discrete and maintain confidentiality and appropriate boundaries.
- Ability to multi-task, set priorities and remain calm amidst chaos.
- **Preferred:** Fluency in Spanish, previous work experience in a human service agency

**CONDITIONS OF EMPLOYMENT:** Successful candidate must submit to post offer, reference and personal background check (includes fingerprinting and DMV check). Candidate must possess a valid California driver's license, proof of automobile insurance and be willing to do some local travel (reimbursed mileage or agency vehicle use).

**SALARY:** \$13.50-16.42 DOE

### **BENEFITS:**

- Optional health insurance, dental and AFLAC.
- CALPERS retirement
- 12 paid holidays
- 18 days paid vacation
- 2 "floater" holidays
- 12 days sick leave

**POSITION CLOSES:** When filled

**TO APPLY:** Please submit ALL of the following documents to the Human Resources Manager, at the address above or email to [rsmellus@mcyp.org](mailto:rsmellus@mcyp.org)

1. MCYP employment application
2. Cover letter indicating why you are applying for this position
3. Resume
4. Degree, License and/or certificates (if applicable)

Application forms may be obtained at our office, online at [mcyp.org](http://mcyp.org), or by e-mail.



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We consider applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, sexual orientation, or any other legally protected status. Applicants may obtain a copy of our EEO Policy on request.