



## **JOB OPPORTUNITY**

### **RECEPTIONIST**

**Posting #2017-08**

**Posting Date: March 15, 2017**

**Closing Date: Open until filled**

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<b>POSITION:</b>	<b>Receptionist Full time, 40 hours/week, non-exempt</b>
<b>DEPARTMENT:</b>	<b>Social Services</b>
<b>PAY RANGE:</b>	<b>\$12.54/hour - \$16.30/hour</b>

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#### **ORGANIZATION SUMMARY:**

Holt International Children's Services develops and maintains programs overseas that annually serves over 100,000 orphaned, abandoned and vulnerable children in 13 countries. Holt International addresses the root causes of child homelessness by working directly with children and families around the world, focusing on developing and delivering programs based on three pillars of service: family strengthening, world-class orphan care and adoption services.

#### **HOLT'S MISSION:**

Holt International is a Christian organization committed to expressing God's compassion for children. While always upholding the highest ethical standards, we:

- Find and support permanent, loving families for children who are orphaned, abandoned or at serious risk of separation from their family
- Provide services to ensure that children will grow and develop to their fullest potential
- Lead the global community in advocating on behalf of the world's most vulnerable children

#### **HOLT'S CORE VALUES – AT HOLT, WE:**

- Are passionate and committed to our mission
- Conduct our work in an ethical manner
- Provide the highest quality services
- Respect the dignity of all children, families and adults we serve
- Value and respect diversity
- Serve with prudent stewardship

- Value and promote a positive team spirit

**DEPARTMENT SUMMARY:**

The Social Services Department is comprised of several teams delivering the highest quality adoption services to adoptees, birth families and adoptive families in the US. These teams include Administration and Hague Compliance, Branch Offices, Clinical Services, Intake and Family Recruitment, Post Adoption Services and Waiting Child. Holt is licensed in 12 states and our branch offices provide adoption services – both domestic and international - in those states. Adoption is a lifelong journey for all members of the adoption constellation and the strategic direction of the Social Services team is to ensure that adoptees, birth parents and adoptive parents receive the highest quality services throughout their lives.

**POSITION SUMMARY:**

This position is the first point of contact for Holt and ensures that Holt families, the general public, and staff are responded to in a professional, courteous and efficient manner by performing reception duties and providing administrative support to the Social Services Department.

**ESSENTIAL JOB FUNCTIONS:**

- 1. Welcomes clients, visitor, and vendors by** greeting in person or on the telephone and responding to and/or referring inquiries to the appropriate individual.
- 2. Handles initial potential adoptive family intake inquiries by** assembling and mailing adoption application packet materials and responding to telephone and mail inquiries regarding adoption materials.
- 3. Initiates family file by** processing incoming family applications and creating the physical file.
- 4. Assists staff by** providing information and routing phone calls effectively, maintaining knowledge of staff responsibilities and receiving and processing deliveries to the front desk.
- 5. Maintains information and file supplies by** conducting inventory of application material supplies and recommending reordering of supplies as needed.
- 6. Contributes to constituent data and monitoring of Social Services Department activity by** completing various data entry duties. Assisting Post-Placement and Korea Program by uploading documentation as needed.
- 7. Enhances productivity and efficiency of the Social Services Department by** assisting with mailings and special projects as needed.

- 8. Contributes to team effort by** collaborating and communicating with the team on program needs and priorities. Contributing ideas for improving the efficient work flow of the team. Exhibiting cooperative and effective work relationships, such as, responding positively to challenges, assignments, inter and intra departmental requests; seeing beyond own tasks to help fulfill the organizational goals.
- 9. Contributes to a positive, productive work environment by** meeting attendance and punctuality guidelines and pre-arranging time off with appropriate notice; treating all people with dignity and respect; exhibiting good listening and comprehension skills including giving and welcoming feedback.

### **SUCCESS FACTORS:**

The successful receptionist is mission driven and thrives on providing excellent customer service and takes initiative in assigned duties. Has the ability to work well with other members of the team and other departments. Must have excellent phone skills and be able to continue to maintain a pleasant attitude in a high stress, busy environment.

### **QUALIFICATIONS AND JOB-EVALUATION DOCUMENTATION**

**KNOWLEDGE (Minimum Requirements):** High school diploma, general education degree, or equivalent required. Must be able to operate a multiple line telephone system (up to four (4) lines). Must have a professional appearance and solid communication skills both written and verbal. Must have a thorough knowledge of business English, spelling and composition. Proficient in Microsoft Office Suite including Outlook, Word and Excel. Must be able to learn and retain information in order to provide basic information and to relay information to the appropriate individual. Ability to organize, multitask, and prioritize work in order to be efficient and effective. Ability to attain knowledge about agency programs and policies.

**INFORMATION PROCESSING:** Answer, screen, and forward incoming calls while providing basic information when needed. Forwards calls to appropriate person and maintains contact until call is satisfactorily completed. Performs multiple tasks simultaneously. Knowledge of computer including Microsoft Office and Outlook. Analyzes data for reports.

**SCOPE OF RESPONSIBILITY:** First point of contact for the agency. Ability to work independently and isolated from other staff. Ability to exercise good judgment, courtesy and tact in contact with the public and staff. Ability to determine what information can be given to caller and by whom.

**INTERPERSONAL COMMUNICATION:** Ability to work well with adoptive families, other employees, and the general public. Ability to remain courteous and professional at all times, especially in difficult situations. Ability to ask questions in order to determine the caller's needs in a short period of time. Ability to balance needs of callers with ability of employees to respond.

**IMPACT OF RESULTS:** Ensures that the initial contact with the agency is a positive experience. Optimizes effectiveness of the organization by facilitating communication. Information and adoption application materials are disseminated in a timely manner.

**SUPERVISORY RESPONSIBILITY:** None

**REPORTS DIRECTLY TO:** Vice President of Adoption Services

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**APPLICATION PROCEDURE:**

To ensure consideration, please submit the following application materials:

1. Job Application <http://www.holtinternational.org/employment/jobapplication.shtml>
2. Cover letter in which you clearly describe how your knowledge, skills and abilities prepare you for the job responsibilities and requirements outlined in the job posting.
3. Current resume which includes educational and professional work experience. Educational experience must include type of degree and education experience and where obtained. **Work experience must include employer name, dates of employment (month and year), position held/title and a description of duties, if position was full time or part time, and reason for leaving employer(s).**

Go to [www.holtinternational.org/employment/](http://www.holtinternational.org/employment/) to locate the job application and the instructions on how to submit the application materials for this job posting.

**SELECTION PROCESS:**

A Holt application, cover letter, and any supplemental materials (if requested in the job posting), will be used to select the top candidate(s). Those selected for further consideration will be invited to an interview. Prior to hiring, candidate(s) will be required to complete a pre-employment criminal history background check, motor vehicle record check, and child abuse clearance check. A credit check may be done if applicable for the position. The candidate(s) must pass the background check process in order to continue in the hiring process.

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