



CASCADE COUNTY

Job Vacancy Announcement

Submit all application materials to:
Cascade County Human Resources Department
325 2nd Ave N #108
Great Falls, MT 59401

Applications available at the Cascade County Human Resources Dept., www.cascadecountymt.gov or Job Service.

Position: **Receptionist/Transportation Scheduler**
Schedule: **Full-time with Benefits**
Department: **Aging Services**

Salary: **\$13.67 per hour**
Closing Date: **Open Until Filled**
Dept. Administrator: **Kim Thiel-Schaaf**

Education/Experience/Training:

- High School Diploma, HSE or GED required
- One (1) year of office, secretarial or administrative office support experience required
- Two (2) years of progressively responsible customer service experience required.

Certifications:

- Valid Driver's License issued by the State of Montana.

JOB SUMMARY: The Receptionist/Transportation Scheduler (Scheduler) must be highly organized, demonstrate attention to detail and accuracy, practice effective written and oral communication skills, and be proficient in the use of Microsoft Word, Excel, databases while performing the reception and transportation scheduling duties for the Cascade County Aging Services Department (Aging Services) by answering incoming calls and routing to the appropriate personnel, scheduling requests for the Transportation Program rides including ride home requests, dispatching drivers via radio and ensuring that all calls for service are completed, data entry for multiple programs, ordering office supplies, basic bookkeeping tasks and finance functions for the Client Services Division and providing backup to the Transportation Drivers during peak times. The Scheduler will greet all walk-in customers using exceptional customer service, certify applicants for the Commodities Supplemental Food Program and provide assistance with the intake and distribution for the Durable Medical Program. This position requires a professional demeanor, quality customer service and problem-solving skills with the ability to multi-task and perform other duties as required or assigned.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

Assist the public with general inquiries making referrals to other staff for assistance; Answer incoming telephone calls; Routing and transferring calls to appropriate staff and supervisors; Take accurate, complete telephone messages for department staff and supervisors; Answer radio when drivers or other staff call in for assistance; Dispatch drivers to home bound ride requests; Operate a variety of office machines, including copier, scanner and fax machine; Scan, copy and fax documents as needed; Certify applications for Commodities Program; Sign for deliveries; Accepts Durable Medical Equipment donations and provides items to those in need; Assure all work is done accurately to ensure record integrity; Accurately file documents; Adhere to strict confidentiality of client and personnel records; Display tact, consideration and cooperation when interacting with clients and the public; Display the ability to use critical thinking and problem-solving skills; Contribute to a work environment that encourages positive staff morale, motivation and commitment to achieving results and team building; Adhere to and comply with strict standards of confidentiality; Identify problems that adversely affect the organization and its functions and offer positive suggestions for improvement; Process incoming and outgoing mail daily routing to appropriate staff and supervisors; Assist others with ordering, finance paperwork and data entry as needed; Perform other related duties as required or assigned.

Ability to:

Proficiently and efficiently operate a computer to complete required job duties; Learn various software programs and databases such as DPHHS Capstone and Tyler New World; File, enter data, use of office machines such as label makers, printers, copy and fax machines; Display attention to detail; Adhere to strict standards of confidentiality; Communicate information clearly and concisely both orally and in writing; Follow verbal and written instructions; Establish effective working relationships with fellow employees, supervisors, and the public; Maintain concentration during frequent interruptions; Adapt to frequent change, delays or unexpected events; Observe work hours and demonstrate punctuality; Work collaboratively with management and co-workers; Establish and maintain effective working relationships with fellow employees, supervisors, and the public; Observe established lines of authority; Follow verbal and written instructions; Work independently with minimal supervision; Perform a variety of clerical and administrative support tasks under fixed time deadlines; Follow Aging Services and Cascade County policies and procedures.

The successful applicant shall serve a 6-month probationary period and will have a criminal background check conducted. The results thereof may disqualify the applicant from consideration for employment with the County.

Notice to Applicants: Applicants who are claiming Veteran's or Handicap Preference **must** provide a DD-214 Discharge Document (**Part 4**) or DPHHS Handicap Certification **and** Employment Preference Form with their application for employment so Cascade County may apply the preference during the selection process.

Cascade County makes reasonable accommodations for any known disability that may interfere with the applicant's ability to compete in the recruitment and selection process or an employee's ability to perform the essential duties of the job. For Cascade County to consider such arrangements, the applicants must make known any needed accommodations.

CASCADE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER