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**Job Title:** Receptionist  
**Program/Dept.:** Administration  
**Classification:** Regular, Full-Time, Non-Exempt  
**Salary Range:** \$17.00  
**Reports to:** Human Resources Director  
**Location:** 4879 E. Kings Canyon Road, Fresno, CA 93727  
**Date:** November 1, 2023

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## 1. AGENCY

The Fresno Center (TFC) is a non-profit organization that was established in the past 30+ years, serving the community of Fresno County. TFC offers 20 different support services that include mental health, wellness, and healing, from immigration to education advocacy to clinical behavioral services to holistic wellness services. TFC is the one-stop shop that promotes cross-cultural understanding and cultural preservation. Eight of our 20+ programs focus on mental health services (Horticultural Therapeutic Community Centers Program, Living Well Center, Welfare-to-Work Employment Mental Health Services, Holistic Cultural and Educational Wellness Center, and Neighborhood Resource Center, California Reducing Disparity Project, Central Valley Regional Center Latino and Southeast Asian Navigator Program, and Kaiser Community Benefits Program). Our motto is to “Inspire, Empower, and Cultivate”. Our commitment is to equip staff with the best training and practices to develop and maintain client loyalty and be the employer of choice in the Central Valley.

## 2. POSITION SUMMARY

The Receptionist is responsible for performing clerical tasks within an office setting to support daily operations. Their duties include answering and transferring phone calls to employees, sorting and delivering mail to employees and greeting visitors when they arrive for meetings with management or other staff. As a receptionist, you will be the first point of contact for our company. Our receptionist’s duties include offering administrative support across the organization. You will welcome guests and greet people who visit the business. You will also coordinate front-desk activities, including distributing correspondence and redirecting phone calls.

## 3. JOB DUTIES & RESPONSIBILITIES

- 3.1. Opening main office daily.
- 3.2. Answering telephone, direct, screen calls, taking and relaying messages.
- 3.3. Providing information to callers, greeting persons entering organization and directing individuals to correct destination.
- 3.4. Mailing memo and arrange Board of Directors meeting and events as needed.
- 3.5. Ensuring knowledge of personnel whereabouts and maintaining exact and complete sign-out/sign-in procedures for customers/clients and on-site staff.
- 3.6. Dealing with queries or requests from the customers and public.
- 3.7. Providing general clerical and administrative support to all levels of professionals.
- 3.8. Scheduling conference room reservations for assigned areas, and organizing meetings as needed.
- 3.9. Preparing letters and documents as needed
- 3.10. Receiving and sorting out inter-office and external mail, and package deliveries.
- 3.11. Ensuring that common areas in office premises are equipped with required office supplies as appropriate.
- 3.12. Monitoring the use of equipment and supplies within the office.
- 3.13. Coordinating the maintenance and repair of office equipment.
- 3.14. Keep the main office neat and presentable.
- 3.15. Support staff with safety and incident reports
- 3.16. Perform other duties as assigned.

## 4. MINIMUM QUALIFICATIONS:

- 4.1. Must be able to type 40 WPM
- 4.2. Must have transportation and a valid California Driver’s License
- 4.3. Clean DMV record and valid vehicle insurance
- 4.4. Must pass background check/LiveScan and Drug Test
- 4.5. Commitment to the mission and values of the agency,



**5. COMPETENCY:**

- 5.1. Bilingual in English and Hmong, preferred.
- 5.2. Strong keyboard skills.
- 5.3. Strong written and communication skills.
- 5.4. Knowledge of clerical and administrative procedures.
- 5.5. Knowledge of customer service practices and principles.
- 5.6. Ability to manage information of employees.
- 5.7. Organizing and planning project experience
- 5.8. Great attention to detail and stress tolerance.

**6. PERSONAL QUALITIES**

- 6.1. Accountable
- 6.2. Diligent and organized
- 6.3. Punctual
- 6.4. Problem-solver
- 6.5. Professional personal presentation.
- 6.6. Should be honest, respectful, and trustworthy.
- 6.7. Should be flexible and possess cultural awareness.

**7. WORK ENVIRONMENT:**

- 7.1. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- 7.2. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**8. TYPICAL WORKING CONDITIONS:**

- 8.1. The office setting is a normal environment.
- 8.2. Occasionally work during early morning, evening, or weekend.
- 8.3. May be subject to temperature variances in the office.
- 8.4. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy day.

**9. TYPICAL PHYSICAL DEMANDS.**

- 9.1. Requires sitting, standing, or walking for up to eight hours a day.
- 9.2. Some bending, stretching, or reaching may be necessary.
- 9.3. Lifting to 40 pounds may be required on occasion.
- 9.4. Vision must be correctable to 20/20
- 9.5. Hearing must be in the normal range for telephone contact.

**10. POSITION TYPE AND EXPECTED HOURS OF WORK:**

- 10.1. Full-time, typical work hours are 8:00 am to 5:00 pm, Monday to Friday
- 10.2. Evenings and weekends as needed.

**11. TRAVEL:**

- 11.1. Travel time is expected for the position. Travel time includes travel to meetings, off-site training, or between job sites, as needed.
- 11.2. Individuals may also be expected to use their own vehicle to travel.

**12. REQUIRED EDUCATION AND EXPERIENCE:**

- 12.1. AA degree from an accredited college OR
- 12.2. 6 months to 1 year of equivalent experience working as a secretary/receptionist.
- 12.3. Experience in administrative or clerical activities



**13. BENEFITS:**

- 13.1. Medical, vision, and dental coverage.
- 13.2. Life insurance coverage at annual salary.
- 13.3. Sick leave, per personnel policy (7 days per year).
- 13.4. 401k retirement plan, after completion of 90 days of employment; potential 3% match.
- 13.5. Vacation, per personnel policy (12 days per year).
- 13.6. Holidays per personnel policy (currently 12 paid holidays per year)

**14. Affirmative action plan/Equal employment opportunity (AAP/EEO):**

It is the policy of The Fresno Center to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable law. This policy relates to all phases of employment, including, but not limited to, recruiting, employment, placement, promotion, transfer, demotion, reduction of workforce and termination, rates of pay or other forms of compensation, selection for training, the use of all facilities, and participation in all company-sponsored employee activities. Provisions in applicable laws providing for bona fide occupational qualifications, business necessity or age limitations will be adhered to by the company where appropriate.

As part of the company's equal employment opportunity policy, The Fresno Center will also take affirmative action as called for by applicable laws and Executive Orders to ensure that minority group individuals, females, disabled veterans, recently separated veterans, other protected veterans, Armed Forces service medal veterans, and qualified disabled persons are introduced into our workforce and considered for promotional opportunities.

**CLOSING DATE: Open until Filled.**

To apply, please submit a cover letter, resume, and three references **via email** to [careers@fresnocenter.org](mailto:careers@fresnocenter.org) with Receptionist in the subject line, or you can pick up an application at The Fresno Center, 4879 E. Kings Canyon Road, Fresno, CA 93727. The Fresno Center values diversity and is an affirmative action employer. All interested individuals, including women, people of color, people over forty, and persons with disabilities are encouraged to apply.