

# CALIFORNIA COMMUNICATIONS ACCESS FOUNDATION

## JOB DESCRIPTION

**JOB TITLE:** Committee Assistant/Receptionist  
**DEPARTMENT:** Human Resources and Administration  
**REPORTS TO:** Director of Human Resources and Administration  
**FLSA STATUS:** Non-Exempt  
**SALARY GRADE:** 7  
**PREPARED BY:** David Taylor, Reina Vazquez, and Jo Ann Nelson  
**PREPARED DATE:** August 2018

### **SUMMARY**

The Committee Assistant/Receptionist (CA/R) works in conjunction with the Committee Coordinator to organize the meetings and to support the members of the two Statewide committees which advise the Deaf and Disabled Telecommunications Program. The CA/R helps maintain an efficient office environment by providing outstanding customer service to Committee member, California Public Utilities Commission (CPUC) staff, vendors, and others who visit or call into the Oakland Headquarters office; the CA/R orders supplies, ensures office equipment is in good repair and performs a variety of other administrative tasks in support of the statewide committees, the staff, and the HR and Administration Department.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### **COMMITTEE SUPPORT**

- Functions as a part of the Committee Support Team, led by the Committee Coordinator.
- Provide clerical support to the program's staff and committee members.
  - Maintain meeting schedules.
  - Process mailings, including binder production, several times a month.
  - Maintain list of consumer and contact names and addresses used for DDTP mailings.
  - Distribute public meeting notifications through mail, e-mail, DDTP website, and CPUC docket office.
  - Keep organized filing system.
  - Other clerical support as needed.
- Coordinate and assist with set up and take down of the conference room for Committee meetings.
- During Committee Meetings, takes notes and prepares EPAC meeting minutes.
- Maintain Archive Room and material.

#### **RECEPTION**

- Provide high level of customer of service as the first point of contact in answering phones and greeting customers.
- Greet all Visitors and Vendors upon arrival; notify staff as needed.
- Maintain the General Calendar; identify where DDTP staff are for the day.
- Schedule the use of the conference rooms, ensure rooms are clean, orderly, and that supplies needed are available (pens, paper, conference call phone, cups, napkins, plates, utensils, etc.).



- Daily mail and packages.
  - Ensure outgoing mail is stamped and goes out each day.
  - Coordinate and track parcel and overnight shipments; maintain contact with carriers to resolve pickup or delivery issues.
  - Distribute daily mail and packages as they arrive.
  - Monitor the FAX machine, delivering incoming documents to the appropriate staff upon arrival.

## **ADMINISTRATIVE SUPPORT**

- Maintain supplies (paper, office supplies, toner, etc.) by checking inventory levels, anticipating requirements, placing orders, verifying receipt, stocking items, delivering supplies to work stations in accordance with CCAF purchasing policies.
- Monitor and maintain CCAF equipment (electronic: printers, copiers, fax machines; non-electronic: heavy duty staplers, paper cutter, etc.) by completing preventative maintenance, troubleshooting failures, calling for repairs, and monitoring equipment operation.
- Review and process all Administrative-related vendor invoices. Log and track orders and deliveries to reconcile invoices.
- Maintain the lobby, mailroom, and break room in a clean and orderly condition, attending to it as needed, at least once daily. Ensure that out-of-date items in staff refrigerator are regularly disposed.
- Communicate with building management to identify items in need of replacement (e.g. light bulbs, drains), or cleaning (e.g. carpet).

## **OTHER DUTIES**

- Support CCAF Mission, Vision, and Values.
- Adhere to the provisions of the Employee Handbook, Expectations of Employment and other CCAF policies and procedures.
- Demonstrate a high level of professionalism in dealing with confidential and sensitive information, such as information regarding customers, staff, and company.
- Perform other duties and responsibilities as directed by the Director of Human Resources and Administration.

## **ORGANIZATIONAL RELATIONSHIPS**

- Works and collaborates with other Committee Members, CPUC staff, CCAF staff and management as well as building staff and CCAF's vendors.
- The person in this position does not have supervisory responsibility.

## **QUALIFICATIONS**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, experience, knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.*

## **REQUIRED QUALIFICATIONS**

### **EDUCATION**

- High School Diploma or equivalent; two years related experience and/or training; or equivalent combination of education and experience.

### **WORK EXPERIENCE**

- 1-2 years of experience in customer service or administrative/clerical role.

### **LICENSES OR CERTIFICATIONS**

- N/A

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Language Skills
  - Must be able to understand, read, write, and speak fluently the English language.
  - Excellent phone etiquette.
  - Excellent written, verbal, and interpersonal communication skills and presentation skills, with the ability to write concise and comprehensive meeting minutes and other reports and correspondences.
  - Ability to read, analyze, and interpret common professional and technical instructions and manuals.
- Reasoning Ability
  - Ability to understand and carry out instructions furnished in written, oral, or diagram form.
  - Ability to identify and analyze problems, weigh relevance and accuracy of information, generate and evaluate alternative solutions and make recommendations.
- Mathematical Skills
  - Perform basic to intermediate mathematical computations, including rates, ratios, and percentages.
- Computer Skills
  - Proficient with Microsoft Office; Excel, Word, Outlook, and PowerPoint.
- Ability to establish and maintain relationships with Committee members and staff.
- Solid customer service skills including: effective listening, attentiveness, and patience.
- Solid organizational and administrative skills with strong attention to detail.
- Ability to multi-task, manage and prioritize work with multiple deadlines.
- Ability to work and keep on task with several interruptions.
- Strong work ethic, responsible, punctual, dependable, and able to work independently as well as with a team.
- Flexible and willing to take on new assignments and duties.

## **DESIRED QUALIFICATIONS**

### **EDUCATION**

- Associates' Degree (A.A.) or equivalent from a two year college or technical school; one to two years related experience and/or training; or equivalent combination of education and experience.

## **WORK EXPERIENCE**

- 2-3 years in a strong administrative role; office management experience a plus.
- Experience taking minutes for a Board or Committee.
- Experience with adults with disabilities.
- Experience working with a non-profit organization serving the elderly and/or disabled population.

## **LANGUAGE SKILLS**

- Ability to communicate in American Sign Language (ASL).

## **SPECIAL REQUIREMENTS**

- The person in this position may be required to occasionally travel, primarily within the state of California.

## **PHYSICAL REQUIREMENTS/WORK ENVIRONMENT**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions 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 environment with extensive computer usage. This role routinely uses standard office equipment such as computers, keyboard/mouse, phones, all-in-one copiers/printers, and filing cabinets.

While performing the duties of this job, the employee is regularly required to:

- Stand, sit, and use hands to finger, grasp, feel (use of computer keyboard and mouse) for prolonged periods of time.
- Walk, climb, balance, stoop, sit, bend, squat, kneel, twist, crouch, and reach with hands and arms while in an office setting.
- Use of speech and hearing to communicate in person and by telephone.
- Frequent exercise of visual ability to read handwritten and printed materials, computer screen, and to discern color.
- Lift or move moderate weight (up to 25 lbs.).

I hereby acknowledge that I have read and understand the content of this job description. I understand that the job description may be revised from time to time in the future by the Company at its discretion. I understand and agree that nothing in this job description should be construed as a contract of employment, and that employment with this Company is at-will.

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Employee Signature

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Date

