

2019 PROGRAM SPECIFICATION
RAMAC

PROGRAM #: 636

STANDARD PROGRAM: Workforce Solutions Receptionist

TARGET POP: Workforce Customers

YEAR: 2019

UNITS: Actuals

CLIENTS: N/A

ALLOCATION: TBD

UNIT DEFINITION: Actual Expenses

GEOGRAPHICAL AREA TO BE SERVED: Racine County

DAYS/HRS OF SERVICE AVAILABILITY: Monday – Friday, 8:00 a.m. – 5:00 p.m.

MINIMUM STANDARDS:

Provider must agree to comply with the following terms and conditions:

- Standard contract language
- Certification standards where applicable
- Fiscal and program reporting criteria
- Allowable Cost Policy
- Audit criteria
- Policies and procedures as defined in Racine County Human Services Department Contract Administration Manual
- Maintain adequate liability coverage
- Civil Rights/Affirmative Action Policies
- Criminal background checks for staff
- Drug screening, driver's license checks and reference checks
- Human Resources Condensed Policy Manual for Student Interns, Volunteers, Temporary Agency and Contracted Staff.
- Payment of all wages, payroll taxes, worker's compensation, social security, federal and state unemployment insurance and any and all other federal and state taxes relating to the staff
- Fair Labor Standards Act
- Withholding payroll taxes, paying unemployment insurance, worker's compensation and social security contributions
- Complete performance evaluations and discipline and maintain employment records
- Recognize that authorization for services is approved by Racine County Human Services Department.
- All informational materials (program descriptions, brochures, posters, etc.) must identify it as a RCHSD program through the use of a standardized RCHSD format provided by Racine County.
- The program must be identified as a RCHSD program in all public presentations and media contacts/interviews.
- All Provider external vacancies shall be advertised on JobCenterofWisconsin.com and Indeed.com

PROGRAM DESCRIPTION:

Receptionist

***** This position is shared with Kenosha County at 80%**

Provider will hire 1 FTE receptionists to greet all customers entering the Racine County Dennis Kornwolf Service Center. These customers will either be directed to the appropriate floor or staff will be notified of their arrival.

Basic Function

This position is responsible for greeting, answering inquiries and obtaining information for the general public, customers, visitors and other individuals entering or calling the Racine County Workforce Solutions. All customers will be directed to the appropriate services/programs or staff will be notified of the customer's arrival.

Essential Duties

1. Promptly, accurately, professionally and courteously answers all telephone calls and greets visitors to determine what service is being requested. Directs customers to appropriate floor.
2. Promptly, accurately, professionally and courteously assesses received calls/inquires and explains services of the Workforce Solutions. Directs callers to the appropriate individual or department. Assists callers in leaving messages in Voice Mail.
3. If necessary, notifies worker of the presence of the customer.
4. Maintains a thorough working knowledge of and adheres to organization policies, regulations and procedures.
5. Respects confidentiality in discussing participant/customer, staff, volunteer and organizational matters.
6. Dispenses forms, messages, materials and documents left at the Reception Desk for customers by staff.
7. Accepts and date stamps forms, messages, materials and documents for individuals and routes to appropriate staff.
8. Performs clerical duties and projects as assigned.

Supervision Received

Receives supervision from the Resource Room Supervisor or Division Managers.

Qualifications

- Passing score on OPAC's Language Arts, filing, tests.
- Prior office experience.
- Typing speed of 40 w.p.m. with 95% accuracy
- Prompt and regular attendance

Knowledge, Skills and Abilities

- Ability to effectively communicate orally and in writing.
- Ability to deal effectively with the general public and other employees.
- Ability to relay information and instructions clearly and concisely.
- Ability to handle multiple tasks.

EVALUATION OUTCOMES:

1. 100% of referred candidates will meet minimum qualifications per the job description provided by Racine County.
2. 90% of vacancies will be filled within 60 days of initial posting.
3. 90% of employees will maintain a position within Racine County for the calendar year, maximizing employee retention.

An Evaluation Outcome Report must be submitted to Racine County HSD Contract Compliance Monitor by 2/1/20.

