



# JOB NOTICE

Date: November 8, 2018

Closing: November 20, 2018 or until filled

APPLICATION PROCEDURES: Send letters of intent and resume via INDEED or to HR., Box: Dir. Asst., COMPASS, 535 Marmion Avenue, Youngstown, Ohio 44502.

**Department:** Client Services

**Title:** Directory Assistance Operator

**Shift:** Monday- Friday day turn that will include evenings based on programmatic needs.

**Salary:** Comprehensive full-time benefit package and Competitive salary based upon experience.

## **Overview:**

Must be committed to COMPASS' Core Values of treating everyone with dignity and respect; being ethical, honest and having integrity; being team-oriented with a commitment to excellence; being engaged, supportive, and resilient; and being accountable and responsible to persons served, COMPASS and Community.

The responsibility of this position is managing specialized work efficiently, with confidence and competence. This position performs duties in an extremely welcoming, friendly and non-judgmental manner. The position requires above average attention to details, concern for the exact correctness of work, and strong commitment to tasks completed on time. The person in this position will take work seriously, has a strong sense of duty, and is disciplined.

A much faster-than-average pace will be the norm for this position. Detailed, specialized work is the major focus. The person in this position will require clearly defined work, responsibilities, and reporting relationships, ongoing and thorough training opportunities to develop expertise and increase confidence, and frequently expressed appreciation of the person's competence, conscientiousness, and loyalty. This position has high standards of quality and accuracy.

## **Duties and Responsibilities:**

- Serves as the introductory voice of COMPASS by receiving all centralized calls.
- Must be welcoming, client centered and customer focused.
- Efficiently and effectively directs incoming calls to the appropriate departments and staff members.
- Provides back up services as needed for all front office operations and functions.

**Qualifications:**

**Education/Experience:** High school diploma. Two years of experience in administrative/ secretarial duties is preferred. Must have experience with multiple phone lines, standard office equipment, filing and customer service. Experience with electronic medical record systems is preferred.

**Miscellaneous:** Criminal background check; Pre-employment drug screen and clear driving record.

Ability to multi-task; while maintaining accuracy and organization integrity. Must have the ability to develop rapport and be perceived by staff and clients as approachable. Ability to collaborate with staff, service providers and administrators. Team oriented with patience and compassion for those served. Strong computer literacy: generating cover sheets, drafting professional letters, creating spreadsheets, using Microsoft Word and Excel

**Non-Exempt:** eligible for overtime