



San Gabriel / Pomona
Regional Center

RECEPTIONIST/ CLERK

Administrative Services Department

Full-time- Non-exempt

Salary Range - \$17.68- 25.34 Hourly

The Organization

San Gabriel/Pomona Regional Center (SG/PRC) is a private, non-profit agency that is contracted with the State of California, Department of Developmental Services, to provide services to individuals with intellectual and developmental disabilities. SG/PRC has proudly served the San Gabriel and Pomona Valleys since 1986, serving 30 cities in its catchment area. We serve individuals across the lifespan from infants and toddlers, school age children, transition-age youth, to adults and aging adults.

The Position

Under the direction of the Administrative Services Manager, the primary responsibility of the Receptionist/Clerk is to provide high quality customer service to our community by managing the Reception Desk and Mail Room.

Essential Job Functions

- Greeting visitors; operates switchboard; uses paging system.
- Processes incoming and outgoing mail
- Processes incoming checks
- Operates copy machine; maintains agency forms.
- Processes bulk mail; picks up and distributes materials twice daily.
- Processes numerous projects
- Other responsibilities may be assigned as needed.

Employment Standards

High school diploma and two years of clerical experience in a professional office, involving public contact. Experience operating a switchboard and responding to multiple calls preferred.

Knowledge and Abilities

- Reliable and consistent attendance is required.
- Must have excellent customer service skills.
- Professional business attire is required.
- Knowledge of office practices and procedures, telephone techniques and etiquette
- Knowledge of postal procedures
- Have the ability to effectively communicate verbally and in writing.
- Interact with others from a wide variety of cultural and social backgrounds in a positive manner.
- Knowledge of proper grammar, spelling, and punctuation
- Bilingual ability to communicate properly and courteously in English, Spanish or any Asian Language
- Operate office equipment such as a computer, postage machine and mail equipment, switchboard, paging system and copy and fax machines.

Other Essential Requirements

- A valid driver's license, reliable transportation and minimum liability insurance coverage is required.

SG/PRC Offers an Excellent Benefits Package including:

- Health Insurance – SG/PRC pays the full cost medical plan coverage for full-time employees. Dependents coverage is offered and available for purchase by employees.
- Dental Insurance – SG/PRC pays the full cost of the Dental DMO and PPO Plan for employees. dependents. We also offer dental coverage to dependents purchased by employees.
- No cost Vision plan for employees
- Paid Time Off – Eligible for 2 weeks of accrued vacation in the first year, 8 hours per month sick time, wellness program, milestone awards and appreciation time off.
- Holidays – SG/PRC offers 20 paid holidays throughout the year
- Retirement plan – SG/PRC Contributes 8% of employees' salary, every pay period into 401(a) SG/PRC also offers a 403 (b) matching plan and matches up to 6.2% of the employee's contribution.
- Pre-Tax Dependent Care Flexible Spending Account for eligible dependent care expenses
- No cost Life, Accidental Death & Disability, Long Term Disability Insurance for employees
- Participate in the Public Service Loan Forgiveness program

Professional Development Opportunities & Growth

SG/PRC values the professional development of staff! Many Services Coordinators and Administrative Staff gain experience and enter into Supervisor, Manager or Director positions.

Diversity, Equity, and Inclusion

At SG/PRC, we value and celebrate diversity! In September 2022, SG/PRC launched an initiative to enhance and strengthen our commitment to diversity and belonging.