



**LKLP**  
Community  
Action

398 Roy Campbell Drive | Hazard, KY 41701  
606.436.8853 Office  
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LKLP.org

## **Job Announcement**

### **Receptionist**

The LKLP Community Action Council, Inc. seeks applicants for the position of Receptionist based in Hindman, Ky. This position is part time working 20 hours per week with a starting pay rate of \$12.00 per hour. Pay could be higher based on education/experience. Responsibilities include answering incoming calls, and greeting guests.

A complete job description is attached for more detailed duties and responsibilities. Education requirements are a High School Diploma/GED and one year certificate from college or technical school with three to six months of related experience required; or equivalent combination of education and experience.

*For the safety of our employees and the community members we serve, LKLP Community Action Council, Inc. has implemented a **Mandatory COVID-19 Vaccination Policy** that requires all employees, volunteers and contractors to receive the COVID-19 vaccines as a condition of employment. "Full vaccination" is defined as two weeks after both doses of a two-dose vaccine or two weeks since a single-dose vaccine has been administered. Anyone unable to be vaccinated, either because of a sincerely held religious belief or a medical condition or disability that prevents them from being vaccinated, can request a reasonable accommodation. All accommodation requests will be reviewed for consideration.*

If interested, send a letter of intent, completed application and an updated resumé to Attention: Cindy Gross, LKLP Community Action Council, Inc., 398 Roy Campbell Drive, Hazard, KY 41701, or by fax to 606-439-0853 or email to [applications@lklp.net](mailto:applications@lklp.net). Letter of intent, application and resumé (with references) must be submitted no later than close of business on Friday, December 31, 2021.

*LKLP Community Action Council, Inc., is an Equal Opportunity Employer and Service Provider.*





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## Job Description

**Name:** \_\_\_\_\_

**Job Title:** Receptionist  
**Department:** Community Services Block Grant Program  
**Reports To:** CSBG County Coordinator  
**FLSA Status:** Nonexempt  
**Prepared By:** Lori Tolliver  
**Prepared Date:** December 2021  
**Approved By:** Chief Operating Officer

### SUMMARY

Operates multiline telephone system to answer incoming calls and directs callers to appropriate personnel by performing the following duties.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Maintains office hours as published and greeting the public.

Answers incoming telephone calls, determines purpose of callers, and forwards calls to appropriate personnel or department.

Utilize excellent computer, technology and organizational skills to keep accurate records and find important information quickly. Proficient in Microsoft Office.

Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable.

Answers questions about organization and provides callers with address, directions, and other information.

Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel.

Monitors visitor access and issues passes when required.

Assists in Commodity Food Program distribution

Receives, sorts, and routes mail, and maintains and routes publications.

Maintains fax machines, assists users, sends faxes, and retrieves and routes incoming faxes.

Performs other clerical duties as needed, such as filing, photocopying, and collating.

Attends all required trainings as required by the Supervisor.

Ability to maintain poise and self-control in crisis situations.

Ability to communicate with and be sensitive to the needs of people of various backgrounds.

Exhibits excellent interpersonal and leadership skills.

Ability to focus and prioritize multiple projects simultaneously and meet deadlines.

Ability to develop and maintain effective working relationships with other agencies and to be cooperative in managing referrals.

Makes good use of time and acts professionally and responsibly in all work areas.

Capable of being able to maintain a professional relationship with all entities of people (staff, Board Members, officials, and the general public).

Performs all other duties as assigned by the CSBG Director, Chief Operating Officer and/or the Executive Director.

### **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 knowledge, skill, and/or ability required. Other qualifications required include the ability to interact well with others, work in a high stress environment, work in a fast-pace environment, have the ability to prioritize and multi-task, be able to resolve interpersonal conflicts and have the ability to work with difficult clients.

### **EDUCATION and/or EXPERIENCE**

High School Diploma/GED. One year certificate from college or technical school preferred; three to six months related experience and/or training required; or equivalent combination of education and experience.

### **LANGUAGE SKILLS**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to clients and other employees of the organization.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

A Valid Kentucky driver's license is required. Required to attain all certifications, licenses, and registrations as directed by the CSBG Director, the Executive Director and state and federal funding sources.

### **REASONING ABILITY**

Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to deal with a variety of abstract and concrete variables.

### **PHYSICAL DEMANDS**

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.

While performing the duties of this job, the employee is regularly required to sit and talk or hear.

The employee frequently is required to use hands to finger, handle, or feel. The employee is occasionally required to stand. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is usually quiet. Must be able to communicate well with others and give simple and direct information.

**Step:** \_\_\_\_\_

**Grade:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Supervisor Signature:** \_\_\_\_\_

**Date:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_

*We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law.*



**APPLICATION FOR EMPLOYMENT**

**POSITION APPLIED FOR:** You must fill out all sections of this application completely and honestly. This information will be used to determine your eligibility for this position. All application materials become the property of LKLP CAC, Inc., and will not be returned.  
(NOTE: A separate application must be completed for each position for which you are applying.)

<b>Title</b>	<b>Department</b>	<b>Vacancy #</b>
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**PERSONAL INFORMATION**

Name (Last, First, Middle Initial)		Social Security Number	
Address (Street, City, State, Zip Code)			
Home Phone Number ( )	Work Phone Number ( )	May we contact you at work? <input type="checkbox"/> Yes <input type="checkbox"/> No	Are you an LKLP employee in layoff status <input type="checkbox"/> Yes <input type="checkbox"/> No
Age <input type="checkbox"/> Less than 14 <input type="checkbox"/> 14 - 17 <input type="checkbox"/> 18 or over		Have you been employed under other names? <input type="checkbox"/> Yes <input type="checkbox"/> No List Name(s):	
Are you now or have you been employed by LKLP Community Action Council? <input type="checkbox"/> Yes <input type="checkbox"/> No List dates, locations, and department(s):			
Are you related to anyone currently employed by LKLP Community Action Council OR now serving on the Board of Directors? <input type="checkbox"/> Yes <input type="checkbox"/> NO List Name and relationship:			
How did you find out about this job opening? <input type="checkbox"/> Web Site <input type="checkbox"/> Human Resource Office <input type="checkbox"/> LKLP Employee <input type="checkbox"/> Newspaper (Identify) _____ <input type="checkbox"/> Other (Please specify) _____			
Are you authorized to work in the U.S.? <input type="checkbox"/> Yes <input type="checkbox"/> No <i>if employed, you must show documents that prove your identity and employment eligibility as required by the Immigration Reform and Control Act of 1986.</i>			
Have you ever pled guilty, or no contest to, or been convicted of any misdemeanor or felony? <input type="checkbox"/> Yes <input type="checkbox"/> No Have you been arrested for any matters for which you are out on bail or on your own recognizance pending trial? <input type="checkbox"/> Yes <input type="checkbox"/> No NOTE: Answering "Yes" to these questions does not constitute an automatic bar to employment. Factors such as age and time of the offense, seriousness and nature of the violation, and rehabilitation will be taken into account. (Do not include minor traffic citations and arrests and convictions which have been sealed or expunged in answering this question).			

**EDUCATION & SKILLS**

Please list all education beginning with most recent. Indicate a diploma or degree, if completed, including GED it obtained.

Name & Location of School	# of yrs. Complete	Graduated		Degree & Major
College		<input type="checkbox"/> Yes	If no, approx. number of credit hours completed	
Other		<input type="checkbox"/> Yes	If no, approx. number of credit hours completed	
Other		<input type="checkbox"/> Yes	If no, approx. number of credit hours completed	
High School/GED		<input type="checkbox"/> Yes	If no, approx. number of credit hours completed	

**OFFICE/COMPUTER SKILLS**

<input type="checkbox"/> Word Processing	<input type="checkbox"/> Presentation Software	<input type="checkbox"/> Transcription	<input type="checkbox"/> Apple/Mac
<input type="checkbox"/> Database	<input type="checkbox"/> Desktop Publishing	<input type="checkbox"/> Medical Terminology	<input type="checkbox"/> Ten key by touch
<input type="checkbox"/> Spreadsheet	<input type="checkbox"/> Typing _____ wpm	<input type="checkbox"/> PC/IBM	<input type="checkbox"/> Switchboard

**SKILLS/CERTIFICATIONS/PROGRAMMING LANGUAGES:** List technical or specialized skills/credentials relevant to this job, including driver's license (list type of license and name of state where issued), certifications, professional license, registrations held (include certification/registration number and expiration date) and knowledge of any computer programming languages or software.

**EMPLOYMENT HISTORY**

List all employment, including military and volunteer service, *starting with the most current position held*. Show employment history for at least **10 years** or from the time you left school (supplemental sheets available). Explain gaps in employment history. You may attach a resume, *but you must complete the employment section*. This information will be used in reference checks. Failure to answer all items in the following section may eliminate you from further consideration.

Dates Employed (month/year)		Position Title
From:	To:	
Salary		Organization Name/Address
Start: \$	Final: \$	
<input type="checkbox"/> Full-time	<input type="checkbox"/> Part-time, hrs/wk	
May we contact for references	Supervisor's Name/Title/Phone:	Reason for Leaving:
<input type="checkbox"/> Yes <input type="checkbox"/> No		
Duties:		
Dates Employed (month/year)		Position Title
From:	To:	
Salary		Organization Name/Address
Start: \$	Final: \$	
<input type="checkbox"/> Full-time	<input type="checkbox"/> Part-time, hrs/wk	
May we contact for references	Supervisor's Name/Title/Phone:	Reason for Leaving:
<input type="checkbox"/> Yes <input type="checkbox"/> No		
Duties:		

**REFERENCES**

Please list three references we may contact that can provide information based on your personal character. Please do not list any relatives or employers.

NAME	ADDRESS	TELEPHONE NUMBER

**PLEASE READ CAREFULLY BEFORE SIGNING:** I certify that the above statements are correct. I understand that any false information (or omissions) in this application, or its supporting documents, will be sufficient grounds for refusal to hire me or termination without notice. I agree that all rules, orders, and regulations of the Board of Directors affecting my employment shall constitute a part of my appointment or employment. I further understand that LKLP Community Action Council has the right to review my education, previous employment, driving, and criminal records and other background data.

**APPLICANT'S SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

LKLP is an equal opportunity employer. LKLP does not discriminate in employment with regard to race, color, religion, national origin, citizenship status, ancestry, age, sex, sexual orientation, marital status, physical or mental disability, military status or unfavorable discharge from military service or any other characteristic protected by law. Any person having inquiries concerning the Agency's compliance with these regulations is directed to contact the LKLP Equal Opportunity Officer or the LKLP Executive Director. Inquiries should be directed to:  
LKLP Equal Opportunity Officer, 398 Roy Campbell Drive, Hazard, KY 41701 or via telephone at 606-436-8853.



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### EEO-1 Voluntary Self Identification Form

The Equal Employment Opportunity Commission (EEOC) requires all private employers with 100 or more employees as well as federal contractors and first-tier subcontractors with 50 or more employees AND contracts of at least \$50,000 complete an EEO-1 report each year. Covered employers must invite employees to self-identify gender and race for this report.

**Completion of this form is voluntary and will not affect your opportunity for employment, or the terms or conditions of your employment. This form will be used for EEO-1 reporting purposes only and will be kept separate from all other personnel records only accessed by the Human Resources department. Please return completed forms to the HR department.**

If you choose not to self-identify your race/ethnicity at this time, the federal government requires LKLP CAC, Inc. to determine this information by visual survey and/or other available information.

NAME: \_\_\_\_\_ JOB TITLE: \_\_\_\_\_

**GENDER:** (Please check one of the options below)

Male  Female

**RACE/ETHNICITY:** (Please check one of the descriptions below corresponding to the ethnic group with which you identify.)

**Hispanic or Latino:** A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin regardless of race.

**White (Not Hispanic or Latino):** A person with origins in any of the original peoples of Europe, the Middle East or North Africa.

**Black or African American (Not Hispanic or Latino):** A person with origins in any black racial groups of Africa.

**Native Hawaiian or Pacific Islander (Not Hispanic or Latino):** A person with origins in any of the peoples of Hawaii, Guam, Samoa or other Pacific Islands.

**Asian (Not Hispanic or Latino):** A person with origins in any of the original peoples of the Far East, Southeast Asia or the Indian Subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand and Vietnam.

**Native American or Alaska Native (Not Hispanic or Latino):** A person with origins in any of the original peoples of North and South America and who maintains tribal affiliation or community attachment.

**Two or more races (Not Hispanic or Latino):** A person who identifies with more than one of the above races.

I do not wish to disclose.

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_