



Secretary/Receptionist

Full Time, Day Shift

Minimum Starting Salary: \$14.03/hour –
commensurate with experience

Do you have a passion for working with individuals of diverse racial, ethnic, and cultural backgrounds to provide comprehensive support? Would you like to be a valuable member of a diversity driven, mission-minded team that impacts our community? If so, we have an exciting opportunity for you to work as a full time (40hrs/wk) **Secretary/Receptionist!**

What You Will Be Doing

Working as a **Secretary/Receptionist** you will be responsible for working with individuals of diverse racial, ethnic, and cultural backgrounds to support the ongoing operations of the Department for Adults with Intellectual and Developmental Disabilities (IDDA). The qualified candidate will greet guests of ISK and refer them appropriately. Provide efficient and effective clerical support to designated functional area or department. Other duties will include: answering multi-line phones and directing callers to the appropriate staff/department; sorting and distributing mail, faxes and copies; and maintaining the confidentiality of consumer and other information. This position will be knowledgeable about and actively support 1) culturally competent, recovery based practices, 2) person centered planning as a shared decision making process with the individual, who defines his or her own life goals and is assisted in developing a unique path toward those goals and 3) a trauma informed culture to aid consumers in their recovery process.

What We Require

You'll have a High School Diploma or GED and a minimum of two years comprehensive office experience. One year working as a Secretary/Receptionist in the health care field is preferred. Excellent interpersonal and human relation skills are essential, as this candidate will serve as the initial welcoming face and voice for the entire agency. An ability to keep track of multiple tasks and work with frequent interruptions will be absolutely necessary. The qualified candidate will have highly developed computer skills, including Windows and Microsoft Office programs. Lived experiences with behavioral health issues are also desired.

Why Work For ISK

Because we **make a difference** in the lives of the individuals we serve in the Kalamazoo community every day. You will have the opportunity to work with amazing co-workers in an environment that values **diversity**, inclusion, **work/life balance** and encourages ongoing education for professional development

We also offer a competitive compensation and benefits package, with some of the **best retirement plans** in southwest Michigan. You will also enjoy **12 paid holidays, 23 days of PTO** and the opportunity to earn additional PTO hours for participating in our wellness program! Kalamazoo is the home of the Kalamazoo Promise!

Who We Are

Integrated Services of Kalamazoo (ISK) has been delivering quality services and programs to improve the lives of those we serve for over 30 years. ISK works with youth, families, and adults with mental illnesses, intellectual and developmental disabilities, and substance use disorders to help them succeed. We provide welcoming and diverse community partnerships which collaborate and share resources to support individuals and families to be successful and achieve their goals in a trauma-informed environment.

Come Join Us!

Individuals of diverse racial, ethnic, and cultural backgrounds along with bilingual candidates are invited to apply. ISK is an equal opportunity employer that encourages diversity and inclusion among its workforce. ISK fomenta la diversidad y la inclusión.

We look forward to meeting you! Apply online at www.iskzoo.org/careers

Physical Requirements/Working Conditions:

Physical Efforts – Job demands include prolonged sitting and standing as appropriate. May occasionally require light lifting up to 25 pounds, stooping, kneeling, crouching, or bending as appropriate. Requires coordination of hands and/or eye/hand/foot.

Working Conditions – Office environment with noise from computers, copy machine, and telephones. Use of computer screen for periods in excess of 30 minutes at a time. Possible eyestrain from extended periods of viewing computer screen. May be exposed to bloodborne pathogens, infectious diseases, and parasites. Travel throughout the Kalamazoo area is required.