

**Centennial Community Cooperative**  
**(formerly Mud Lake Telephone Cooperative)**  
**Announcement of Job Opening: Receptionist/Business Operations Assistant**  
**Open: March 3, 2023 Closes: March 17, 2023 5:00 p.m.**

Centennial Community Cooperative is seeking to fill the role of Receptionist/Business Operations Assistant. To apply, submit an application (available at the Cooperative's Dubois Office) and resume with a cover letter. Submissions may be delivered by e-mail to [MLTCooperative@mudlake.us](mailto:MLTCooperative@mudlake.us), by USPS to POB 235, Dubois, ID 83423, in person at 59 W. Main, Dubois, ID. Submissions received after March 17 may not be considered.

**Exempt/Non-Exempt:** Non-Exempt

**Pay Range Minimum:** \$16.50

**Full Time Equivalent (FTE) Level:** 1.0

**Shift:** Business Office Hours are Monday-Friday 8 a.m.-5:00 p.m. Lunch period (unpaid) is 12:00 noon to 1:00 p.m. It is expected that the person filling this role be able to work any hours during normal Business Office Hours. Some weekend work required.

**Work Location:** MLT Cooperative Business Office, Dubois, Idaho. May work at other business sites as needed.

**Supervisor(s):** Customer/Member Services & Operations Coordinator

**Job Summary:** The Receptionist/Business Operations Assistant is responsible for:

1. All functions related to front desk reception, including but not limited to:
  - a. Greeting, welcoming, and directing members and customers as they arrive at the business office.
  - b. Answering incoming phone calls and processing appropriately.
  - c. Answering incoming inquiries through e-mail and other methods.
  - d. Processing incoming and outgoing mail.
  - e. Maintaining smooth business office operations by ensuring appropriate levels of office supplies, janitorial services, and other day-to-day needs of business office operations.
  - f. Entering, auditing and maintaining accuracy of data in multiple databases.
2. All functions related to customer/member services support, including but not limited to:
  - a. Tracking service orders across all Service Lines.
  - b. Making calls to customers to schedule/change appointments.
  - c. Assisting Customer/Member Service Coordinator with daily tasks as needed.
3. All functions related to financial accounting support, including but not limited to:
  - a. Processing Deposits, Petty Cash, Billing.
  - b. Accepting and posting customer payments.
  - c. Assisting Financial Accounting Coordinator with daily tasks as needed.
4. All functions related to administrative services support, including but not limited to:
  - a. Coordinating details of meetings.
  - b. Updating marketing materials.
  - c. Maintaining project tracking databases.
  - d. Assisting Administrative Services Coordinator with daily tasks as needed.

**Minimum Job Requirements:**

1. Excellent telephone, verbal communication, listening and organization skills.
2. Two Years' experience in front-office Reception, Administrative Assistant, Financial Accounting and/or Customer Service, preferred.
3. High School Diploma or GED. Associates Degree or higher, preferred.
4. Fluent in English (speaking and writing). Additional languages, specifically Spanish, preferred.
5. High level of professionalism, customer focus, and team performance.

**Other Expectations:** As a Community Cooperative, we believe our team members should be engaged with the communities we serve; not just through their work as a Cooperative Team Member, but as a resident of our service area. Participation in Cooperative- and community-sponsored events, community-based organizations and public services enhances our good will as employees and as an organization and strengthens our local economies. Therefore, we require our employees to be engaged with the communities in our service area. We prefer our employees reside in our service area.