

**JOB TITLE: Front Desk Receptionist**

**REPORTS TO: Homeless Prevention Services Program Director**

**CLASSIFICATION: Full Time**

**Job Summary:** Responsible for managing the lobby and front desk area, greeting, referring and assisting clients, donors and volunteers. This dynamic position all includes answering phones, collaborative work with a team of Case Managers, providing information about CSA services, giving referrals to other agencies, maintaining facilities, log in system, and distributing the mail. Robust clerical duties include word processing, data entry, short case notes, calendar annotations, triage calls to all staff, schedule appointments, and other assigned duties.

**Duties and Responsibilities**

1. Meet and greet clients, volunteers, guests, and donors who visit CSA.
2. Answer questions that callers or visitors may have about CSA services.
3. Answers and screen all incoming phone calls for the agency and direct them to appropriate staff; retrieving messages from voice mail and forwarding to appropriate personnel.
4. Issue receipts for donated items brought into reception area.
5. Scheduling appointments
6. Data Entry
7. Update Resource Handbook as needed
8. Maintain digital client files in accordance with document retention guidelines
9. Add case notes and service transactions into the database.
10. Assist the Program Director and other staff as needed with translations and design of flyers and other agency announcements.
11. Assist Program Director or other staff with event sign-in and lobby management for special events.
12. Maintain the front desk and the front lobby, ensuring the area is always presentable and that confidential materials are never left exposed or accessible
13. Other duties as assigned by the Program Director.

**Requirements:**

1. Excellent verbal and written communication skills including the ability to communicate with all levels of the organization and clients in a caring and professional manner.
2. Possess excellent computer processing and data base skills. Knowledge of MS Office (Outlook, Word and Excel).
3. Some working knowledge or experience using databases.
4. Sensitive to the needs of low-income and homeless persons.
5. Associate’s or Bachelor’s Degree in relevant field for working in a human services office setting Preferred: Bilingual – Spanish
6. Possess excellent time management and organization skills
7. Good people and customer service skills
8. Ability to multi-task and prioritize work projects
9. Ability to interact positively with a diverse group of people

**Work environment and Physical Demands:**

1. Work is performed primarily in an office environment and the employee in this position is subject to inside environment conditions.
2. May be required to lift up to 20 lbs.
3. Required sitting 60% of time
4. Requires work on computer 60% of time

**Note:**Duties and responsibilities shall include the principal functions of the job. The job description shall not be construed as an employment contract nor as a complete listing of all miscellaneous, incidental, or other duties which may be assigned during normal operations.

**If you are interested in applying, please send an email with your resume to the following:**

**Kimberly Rebuelta-Marquez-** [**kmarquez@csacares.org**](mailto:kmarquez@csacares.org)

**Janice Bonello-** [**jbonello@csacares.org**](mailto:jbonello@csacares.org)

**Please no phone inquires**