**Job Description**

**Job Title:** Front Desk Coordinator **Department:** Finance and Administration - Administration

**Reports to:** Executive Assistant **Effective Date: *7/1/2023***

|  |  |
| --- | --- |
| **Guiding Principle:** | The St. Francis House Philosophy of Care commits us to providing trauma-informed, recovery-oriented and person-centered care. It guides everything we do at St. Francis House (SFH) – how we work with Guests and how we work together as an entire agency and community. Each staff person is expected to learn, understand, and apply these principles in their everyday work. |
| **Job Summary:** | Represents the organization to the public both by telephone and in person, communicating its mission both verbally and in a spirit of service to our visitors, callers, guests, staff and volunteers. Operates multiline telephone system to answer incoming calls and greets and directs visitors to appropriate personnel. |
| **Supervisory Responsibilities:** | None |
| **Essential Duties/Responsibilities:** | * Answers incoming telephone calls, determines purpose of callers, and forwards calls to appropriate personnel or department. * Retrieves messages from voice mail and forwards to appropriate personnel. * Answers general questions about the organization and provides callers with address, directions, and other information. * Records inquiries from individuals and groups who are interested in volunteering and conveys information to Volunteer Services Coordinator. * Maintains updates and, provides information regarding services outside St. Francis House and makes referrals to other organizations. * Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel. * Delivers mail to the post office and picks up PO Box mail. Sorts and distributes all staff mail. * Maintains fax machine, assists users, sends faxes, and retrieves and routes incoming faxes. * Maintains 7B fax with aid of Director of IT and assists users as needed, send faxes, and retrieves and routes incoming faxes. * Orders, receives, and maintains office supplies for administration. Serves as liaison between general supplier and all agency staff/departments. * Maintains the general neatness and present-ability of the reception area and kitchen on the sixth floor. Ensures that coffee, tea and associated supplies are stocked and available. * Performs other clerical duties as needed, such as filing, photocopying, and collating. * Collaborates proactively with colleagues within the department as well as across SFH departments. * Adheres to agency code of conduct. * Performs other duties as assigned. |
| **Required Skills/Abilities:** | * Self-directed with the ability to work both independently and as part of a team. * Proficiency in Microsoft Office Suite products (outlook, word, excel, power point). * Proficiency in English. * Excellent verbal and written communication skills. * Excellent interpersonal and customer service skills * Excellent organizational skills with attention to detail. * Ability to function well in a fast-pace and stressful environment. * Basic understanding of and commitment to taking a person-centered, recovery-oriented, and trauma-informed approach. * Strong analytical and problem-solving skills. |
| **Education and Experience:** | * High School diploma or equivalent. * Further education in human services a plus * One to three years administrative experience. * Experience with multi-line phone system/s. * Experience working front desk. * Experience customer service. * Proficient in Microsoft Office (Outlook, Word, Excel, and Power Point). * Lived experience of homelessness and/or recovery a plus. * Bilingual Spanish preferred. |
| **Physical Requirements:**  **Work hours, Equipment used** | * Prolonged periods of sitting at a desk and working on a computer. * Ability to lift 25-50 pound packages, as needed. * Occasionally standing and moving throughout multi-level building. * Constantly operate computer and other office machinery, such as a calculator, copy machine, computer printer, 2-way radio. * Workweek: Monday – Friday between the hours of 7:30 am – 4:30 pm. * Occasional evenings and weekend hours may be needed, as planned and scheduled in advance. |
| **Essential Personnel:**  **(Employee who is designated to work during a business closure or limited closure in order to meet operational requirements.)** | * No |
| **Accommodation and EEO:** | SFH is an Equal Employment Opportunity Employer is committed to a diverse and inclusive workforce where all staff can reach their fullest potential. We welcome – everyone who have lived experience of homelessness and/or recovery, and those who have faced historic barriers to competitive employment, in particular Black, Indigenous, and People of Color (BIPOC), and those who are multi-lingual or multi-cultural and members of the LGBTQ+ community.  Reasonable accommodations may be made to enable individuals with disabilities to perform these duties. |

This job description is subject to change and does not restrict management’s right to assign or reassign duties and responsibilities to this job at any time.

***Completed by Human Resources only:***

|  |
| --- |
| FLSA Status: Exempt Non-exempt  Full-Time (or multiple part time employees who work a total of 40 hours per week, ex: one 32 hour per week, Monday-Thursday schedule employee and one 8 hour per week, Friday schedule employee )  Part-Time; \_\_\_\_\_\_\_\_\_ Hours per week  ***Salary Range: Low*** $39,600 per year ***Medium*** Click here to enter text.  ***High*** $43,560 per year  ***Job Tier: \_*** 2­**\_\_** |