

HARBOR HOUSE DOMESTIC ABUSE PROGRAM
Position Description

TITLE: Evening Front Desk Coordinator
REPORTS TO: Manager, Operations
LAST REVISED: 11/19/21

POSITION SUMMARY:

This multi-tasking position is primarily responsible for screening and welcoming clients, donors and other visitors into the building, accepting donations, answering and redirecting incoming telephone calls, maintaining security, client needs/requests and managing a clean /organized front office and waiting room areas in a fast paced, first-impression environment.

Hours are Monday-Friday, 4:30 p.m.-9 p.m.

PRIMARY ACCOUNTABILITIES AND RESPONSIBILITIES:

- Greet all clients, donors and visitors in a courteous, friendly and respectful manner.
- Accept donations and provide donors with receipts
- Answer incoming crisis and business calls with the possibility of multiple lines ringing at the same time
- Directing calls and taking detailed messages
- Prioritizing calls, client request, in-coming donations and staff interactions is required
- Assist residents with general supplies
- Schedule appointments and keep documentation
- Maintain program security and client confidentiality
- Maintain inventory of the necessary office forms and supplies
- Provide office tasks such as faxing, copying or filing
- Work collaboratively with other staff and volunteers
- Assist with training new crisis line and front office staff and volunteers
- Oversee and maintain the 911 cell phone program
- Assist with resident intakes, new resident welcome baskets & tours.
- Keep client waiting room stocked and clean.
- Assist with overall operations and cleaning.

ADDITIONAL DUITES AND RESPONSIBILITIES:

- Attend all required agency staff meetings and in-services.
- Assist staff with projects as needed
- Other duties as assigned

COMPETENCIES:

- Ability to perform multiple tasks in a fast- paced environment.
 - Cultural competency
 - Ability to respond calmly to crisis situations.
 - Ability to establish and maintain effective working relationships with co-workers and the general public.
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EDUCATION, EXPERIENCE, AND OTHER REQUIREMENTS:

- Possess good computer and organizational skills
- Possess detail oriented and awareness skills
- Possess good verbal and written communication skills
- Possess good interpersonal and problem-solving skills.
- Possess high school diploma, GED, HSED or equivalent experience

Compensation: \$14.50-\$15/hr

This position description describes the general nature and level of work performed by the individual assigned to this position and should not be interpreted as all inclusive. It does not state or imply that these are the only duties and responsibilities assigned to the position. The employee may be required to perform other job-related duties. All requirements are subject to change and to possible modification to reasonably accommodate individuals with a disability.

This position description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the position change.
