

Crisis House is looking for compassionate, caring individuals to become a Volunteer Receptionist. Our mission is: "We **respond** immediately to break the cycle of domestic violence, child abuse and homelessness and **connect** families and individuals to crucial resources that empower them to **renew** their lives."

Job Summary:

The Receptionist position is critical to the success of our programs and organization and is the face of the agency to the public. The position will greet visitors in person and over the phone and will connect them to crucial resources within the organization and in the community. In addition, identifying potential emergency shelter beds, scheduling hotel reservations, coordinating payments, and arranging transportation are potential activities of the position. The receptionist will conduct the initial program eligibility pre-screening with clients to determine whether to send the call forward for an intake screening or provide resources either over the phone or by email. The receptionist will use their talents and skills to perform a variety of duties that support the smooth operation of the agency and programs.

Qualifications:

High School Diploma/GED
Caring and Compassionate
Bilingual (preferred but not required)
Proficient with Microsoft Office programs - Excel, Word
Ability to de-escalate situations

This position is Mon-Fri (closed major holidays). Our time slots are 8:30am-12:30pm & 12:30pm-4:30pm

If you are interested, please contact Jennifer Vokins @ 619-444-1194 or by email jennifer@crisishouse.org

Our application is also on our website www.crisishouse.org under *Employment Opportunities*.

Crisis House is an equal opportunity employer and makes employment decisions on the basis of merit, qualifications and competence. Company policy prohibits unlawful discrimination based on gender, race, color, religion, creed, national origin, ancestry, citizenship, pregnancy, age, marital status, sexual orientation, medical condition, physical or mental disability or veteran status or any other consideration made unlawful by federal, state or local laws.