Crisis House Job Description

Job title: Front Desk Coordinator
Job location: Santee, CA (not remote)
Shift: 8:30am to 5:00pm, M-F
Reports to: HR Specialist & Bookkeeper
FLSA Status: Non-exempt
Salary: $21-$28 (DOE)

Summary:

This role plays a vital role in the overall success of our programs and organization, serving as the primary point of contact for the public. The responsibilities include warmly welcoming visitors in person and over the phone, effectively connecting them with essential resources within the organization and the community. Additionally, the position involves scheduling and conducting initial intakes, as well as screening and assessment interviews to assess program eligibility. The incumbent will leverage their talents and skills to execute various duties that contribute to the seamless operation of the agency and its programs.

Supervisory Responsibilities:

1-2 volunteers

Essential Duties and Responsibilities

Guest Services:

Greet all guests in a friendly manner, addressing them by their first name if known.
Answer phones, route calls, and respond to inquiries for services.
Enter all calls and walk-ins into the database.

Administrative Support:

Maintain the Master Resource Guide for dissemination to clients/agencies.
Prepare communications, such as memos, emails, invoices, reports, flyers, and other correspondence.
Receive and document donations, turning donation slips to accounting.
Maintain inventory and purchase needed supplies.
Operate office equipment including printers, copiers, fax machines, and multi-media instruments.
Troubleshoot office and building issues, contacting necessary vendors.
Open and close the facility daily.

Prepare supplies and facilities for meetings.
Assist Executive Director with administrative tasks as needed.

Community Resource Referral:

Schedules and conduct standardized screening and assessment with individuals and their families to determine need and eligibility for Crisis House Domestic Violence Services programs.
Refer ineligible participants to appropriate community resources.
Report suspected child, adult, and senior abuse and neglect as per established agency policy for non-emergency and emergency reporting procedures.

Flexibility and Miscellaneous:

Perform other related duties as assigned by the immediate supervisor and other management as required.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Ability:
Ability to read and interpret documents such as professional journals, governmental regulations, and procedure manuals. Ability to write reports and correspondence. Ability to speak effectively before groups of clients or employees. Bilingual preferred.

Math Ability:
Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability:
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:
To perform this job successfully, an individual should be well-versed in the Microsoft Office suite and able to learn how to effectively utilize a database.

Education/Experience:
High school diploma or GED

Certificates and Licenses:
Completion of 40 hours of domestic violence training (organization will provide)

Knowledge, Skills, and Other Abilities:
Experience in customer service-related roles preferred
Excellent verbal and written communication skills
Excellent interpersonal skills with the ability to manage sensitive and confidential situations with tact, professionalism, and diplomacy
Excellent organizational skills and attention to detail
Demonstrate ability to apply independent judgment and problem-solving skills in critical situations
Ability to work as a team and independently on multiple tasks with competing deadlines and priorities
Possess sufficient coping skills to interact with individuals in crisis on a daily basis

Physical Demands:
The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is regularly required to sit for long periods at a computer. The employee is required to walk, sit, use hands, and reach with hands and arms. The employee is required to climb, stand, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is occasionally exposed to indoor and outdoor settings and works in close proximity to others. The employee occasionally may need to work weekends and evenings based on business needs.

Benefits:
100% paid health insurance (Dependent coverage available), Dental and vision coverage, 401k after 6 months, 13 paid holidays, 7 days of paid sick leave, 2 weeks of paid vacation, 2 wellness days.

Are you ready to be a catalyst for change? Join us on a mission to transform lives and communities, where your skills will shape the future of Crisis House.

To Apply: Take the first step in making a lasting impact. Apply now to become our Front Desk Coordinator and lead the charge toward a brighter future for those in crisis and in need of support. Email a cover letter and resume to kelcie@crisishouse.org with "Front Desk Coordinator" in the subject line.

This job description is not meant to be a complete listing of professional duties or responsibilities. Management reserves the right to amend any job description and/or procedure herein. Management will make every effort to notify employees of said changes within a reasonable amount of time.

Crisis House is an equal opportunity employer and makes employment decisions based on 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, veteran status, or any other consideration made unlawful by federal, state, or local laws.

Crisis House will consider qualified applicants with a criminal history pursuant to the California Fair Chance Act. You do not need to disclose your criminal history or participate in a background check until a conditional job offer is made to you. After making a conditional offer and running a background check, if Crisis House is concerned about a conviction that is directly related to the job, you will be given the chance to explain the circumstances surrounding the conviction, provide mitigating evidence, or challenge the accuracy of the background report. Find out more about the Fair Chance Act by visiting calcivilrights.ca.gov/fair-chance-act/.