

FIRST CALL JOB DESCRIPTION

Title: Front Desk Associate

Department: Administration

Reports to: Director of Operations & Administration

POSITION SUMMARY

Provide administrative support to the First Call staff daily, and serve as the primary point of contact, both in person and over the phone, for those engaging with First Call services or staff. First Call recognizes the importance of providing person-centered, empathetic care to persons seeking help, and the Front Desk Associate is responsible for being the first person to set that tone when someone contacts us.

JOB FUNCTIONS

1. Provide a continuous presence at the front desk to serve as an initial point of contact for calls and external visitors during business hours.
2. Manage a multi-line phone system, identifying crisis calls and administrative calls, processing messages from both daytime calls and the afterhours answering service, and routing to the appropriate resource.
3. Empathetically engage with and maintain rapport with individuals experiencing a crisis while screening for service and support needs.
4. Provide administrative support for day-to-day tasks. Examples include: meeting planning, scheduling, and support; managing general office supply ordering; assisting with mass mailings; taking and routing messages to appropriate staff.
5. Continuously create, maintain, and update listings in the Resource Guide, ensuring that available resources are current.
6. Maintain appropriate records, reports, and files as deemed by the position.
7. Perform other duties and responsibilities as assigned.
8. Cultivate working relationships with providers and other community agents while representing First Call in a professional manner, utilizing connections to update and maintain referral database.
9. Some in-town and out-of-town travel may be required to complete position responsibilities.

KNOWLEDGE AND CRITICAL SKILLS/EXPERIENCE

1. Prefer minimum Associates degree
2. Office administrative experience, with communication, technology, and time management skills required
3. Bi-Lingual preferred
4. Ability to use information technology for personal productivity, including word processing, computerized documents, electronic communications, and presentations.
5. Able to use multi-line phone system, including ability to transfer calls, take messages, deal with voice mail.
6. Able to use standard office equipment, computer, copy machine, mail machine, fax, etc.
7. Skills in: Customer service with a focus on person-centered care oral and written communication, database use, work with diverse socio-economic groups.
8. First Call supports staff career development and recognizes this person may want to develop skills to further a career in direct services.

WORKING CONDITIONS

1. Working hours: 9:00 a.m. – 5:00 p.m., Monday through Friday, with 30-minute lunch and two (2) 15 minute breaks (can be taken congruently). Responsible for opening the office.
2. Sedentary work involving sitting with frequent mobility within the office and limited time in the community.

3. First Call provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.