

FIRST CALL JOB DESCRIPTION
Title: Front Desk Associate
Department: Administration
Report to: Director of Operations & Administration

Why First Call?

First Call's values of person-centered service, community, collaboration, and kindness are foundational for the agency's focus on accessibility and commitment to data-driven practice as we work toward our mission to reduce the impact of alcohol, drugs and addiction by providing quality resources for individuals, families, and the community.

Position Summary

Provide administrative support to the First Call staff daily, and serve as the primary point of contact for those engaging with First Call. Responsible for providing person-centered, empathetic care to persons seeking help.

Major 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 after-hour 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 but are not limited to: meeting scheduling and set up/break down support; managing general office supply ordering; assisting with mass mailings; taking and routing messages to appropriate staff.
5. Provide primary support for day-to-day technology use, including but not limited to: meeting set up, troubleshooting individual and agency computer issues, and coordinating with technology support for phones, printers, and computers. Must have comprehensive ability to train and troubleshoot Microsoft 365 systems.
6. Maintain appropriate records, reports, and files as deemed by the position.
7. Some in-town and out-of-town travel may be required to complete position responsibilities.
 - a. Work hours **will** include some weekend and evening activities.
8. Other duties as deemed appropriate for the fulfillment of the mission of First Call; including but not limited to backup crisis call coverage or front desk coverage.

Knowledge and Critical Skills/Expertise

1. Prefer minimum associate's degree, or minimum 2 years related work experience
2. Office administrative experience, with communication, technology, and time management skills required
3. Bi-Lingual in English and Spanish preferred
4. Able 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, work with diverse socio-economic groups.

Working Conditions

1. The First Call main office is open to the public from 9 a.m. to 5 p.m., Monday-Thursday, with remote work and a closed building on Fridays. Employees are given up to 1 hour for lunch and/or breaks each day. This position may require evening hours (for example 5:30 pm – 7:30 pm) for evening assessments, in this case, the staff member would be asked to flex their schedules on those days (i.e. staff member starts the day at 12:00 pm). First Call values flexibility; as such, employee schedules and locations for work throughout the week will be determined by the needs of their position and set in consultation with their direct supervisor.
2. Must have access to reliable personal transportation and reliable internet for at-home workdays.

Salary Range

Salary range for this position is \$40,000 - \$45,000, DOE.

To Apply: Email resume & letter of interest to careers@firstcallkc.org.

Equal Employment Opportunity

First Call provides equal employment opportunities for all employees and applicants for employment. 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.

Benefits

At First Call, we recognize that a comprehensive, whole-person employee benefits plan for our staff is key to providing our clients with the quality care and treatment they need. Our staff benefits and perks plan is designed to provide tools to help promote health, wellbeing, balance, and safety in each area of life. We offer a hybrid (in office & work from home) schedule as well as flexibility in scheduling for better work/life balance.

Our benefits plan focuses on six key areas - Equal Opportunity Employment, generous paid time off, 13 paid holidays, an agency funded whole-person health and life package (including a 100% coverage of employee healthcare premiums), personal and team development opportunities, and board & leadership defined staff safety and wellbeing policies.

