

JOB TITLE: Front Desk Coordinator
**REPORTS TO: VP, Client Services, Housing,
and Mobilization**
DEPT: Client Services, Housing, and Mobilization

STATUS: PT/REG/ N-506
SCHEDULE: Various:
DATE: May 2019

Springs Rescue Mission considers every position one of ministry and a vital and valued part of our team. Therefore, it is essential that all employees of SRM have a personal relationship with Jesus Christ and subscribe to our Statement of Faith and Core Values. Additionally, employees are required to lead and/or participate in bible study, prayer, and devotions.

SUMMARY OF POSITION:

Springs Rescue Mission (SRM) Front Desk Coordinator will be responsible for directing visitors to the waiting area, monitoring the front door, taking copies of visitor's ID cards, and checking visitors in and out of the building. The Front Desk Coordinator will also work closely with Ross Management, the property managers, to report any incidents or violations of the policies for tenants and visitors. This position will assist any community partners in executing events or sessions that have been scheduled for the residents.

DUTIES & RESPONSIBILITIES:

- Answers incoming calls providing information and direction to callers and routing accordingly
- Respects confidentiality in all interactions, safeguarding such information of clients, staff, volunteers and SRM
- Checks in campus visitors and provides security badges; checks out visitors and collects badges
- Maintain order, oversee daily schedule to maintain cleanliness and safety of reception area.
- Keeps immediate supervisor well-informed of problems identified or potential problems, recommending corrective action as relevant
- Interacts with diverse population to include guests, volunteers, interns and partner agency representatives
- Conducts self professionally while coordinating multiple duties throughout the program
- Ensures facility is set up and fully functioning
- Works in conjunction with the security officer to help maintain a controlled atmosphere and prevent altercations
- Assigns and delegates specific tasks to volunteers
- Supports proper training and recognition of volunteers for their partnership with Springs Rescue Mission and engages them in meaningful work that leverages them as a resource
- Respond appropriately to emergency situations such as guest misbehavior, fire, water damage, or accidents.
- Contact Supervisor or Manager in the event of incidents involving dismissal of guest and altercations that are not resolved by verbal intervention.
- Document all incidents and write-ups in an accurate and timely manner and submit reports promptly to the designated supervisor.
- Other duties as assigned

EDUCATION/EXPERIENCE:

- (Bachelor's Degree, preferred, in relevant field)
- Minimum of 2 years related experience with increasing responsibilities
- Experience using database and assessment management tools

SKILLS AND QUALIFICATIONS:

- Maintains a personal relationship with Jesus Christ and is a constant witness. Christ-centered and compassionate attitude in dealing with people including the homeless and faithfully upholds and exemplifies SRM's Statement of Faith
- Serves as an advocate for the homeless and raising awareness of the needs and concern for the addicted, and those in poverty; engaging others within one's influence on greater involvement and effectiveness on behalf of this population in Colorado Springs.
- Believes that volunteers are vital to accomplishing the Vision and Mission of Springs Rescue Mission and thus is part of mobilizing the community in the fight against addiction, poverty and homelessness
- Resourceful individual that possesses knowledge of the community, other agencies and resources that will benefit the guests of the program
- Comfortable and compassionate while working with clients that are experiencing trauma, addictions or homelessness
- Ability to recognize guest needs and refer them appropriately
- Computer literate, proficient in Word, Excel, internet and Outlook. Experienced with Client Management databases
- Able to balance multiple tasks and responsibilities throughout the day
- Motivated and task orientated teammate
- Highly organized, patient, focused and solution oriented
- Highly ethical, able and willing to maintain confidentiality and operate within program and organizational parameters

WORKING CONDITIONS/PHYSICAL FACTORS:

Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%

- Frequent and regular interaction with low-income and disenfranchised population including but not limited to mentally ill, addicted and homeless
- Climbing stairs – *Occasionally*
- Extended periods of sitting – *Occasionally/Frequently*
- Able to lift to 20lbs - *Occasionally*
- Work will be performed in a typical office environment

EQUIPMENT/TOOLS USED:

Computer/Internet

Fax

Phone

Copier