

HARBOR INTERFAITH SERVICES
Coordinated Entry System (CES)
Receptionist/Data Entry
JOB DESCRIPTION

Harbor Interfaith Services is a local organization that provides food, shelter, transitional housing, children's programs, and support services to the homeless and working poor in the South Bay area of Los Angeles, specifically Service Planning Area (SPA) 8.

The CES Receptionist/Data Entry position is the first point of contact for the CES Access Center. This position will handle the flow of people through the door and ensure that all persons are greeted then directed to the appropriate program. This position is also responsible for ensuring clients sign-in to meet with case managers in the CES Access Center, answering phones and answering basic CES access questions, transferring calls to the appropriate staff members, maintaining data tracking for the daily client logs and ensure administrative support across programs.

RESPONSIBILITIES:

- Greet, welcome, and provide direction to visitors
- Answer, screen, forward, and provide information to incoming telephone calls
- Work in conjunction with security officer by following procedures and controlling access
- Assist with the preparation of regularly scheduled reports
- Assist with data entry into the monthly tracking sheets & HMIS
- Notify the CES directors immediately of any concerns
- Ensures all day-to-day operations of front desk are organized
- Other duties as assigned

EXPERIENCE / EDUCATION:

- High school diploma/GED & 1-year experience with data entry.
- Computer literate, organized with attention to detail.
- Self-starter that takes initiative and completes tasks in a timely manner.
- Able to take direction and handle multiple tasks.

REQUIREMENTS:

- Experience in a front office handling receptionist responsibilities
- Working knowledge of office equipment, such as printers and fax machines
- Proficiency in MS Office & MS Excel
- Excellent time management skills and the ability to prioritize work
- Attention to detail and problem solving skills
- Strong organizational skills with the ability to multi-task
- Professional appearance
- Excellent written and verbal communication skills
- Passion for ending homelessness.
- Maintaining a non-judgmental attitude and a display of unconditional positive regard when working with highly vulnerable/challenging individuals.
- Creative problem-solving skills
- Ability to work as a member of a team.
- Bilingual (Spanish & English) Preferred.

ACCOUNTABILITY AND REVIEW**Position reports to:**

Performance review: 6-month introductory period, followed by annual evaluations

EMPLOYMENT CLASSIFICATION

Work Schedule: Full-time, M-F, 8:30am-5:30pm

PHYSICAL DEMANDS, ENVIRONMENTAL CONDITIONS, EQUIPMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions. Employee is required to:

Walk and climb stairs; Handle, finger, grasp and feel objects and equipment; Reach with hands and arms; Communicate, receive and exchange ideas, information by means of the spoken and written word; Be mobile by moving oneself from place to place quickly and easily; Repeat various motions with the wrists, hands and fingers; Be able to have visual activity for (including, but not limited to) administrative and clerical tasks; Drive personal vehicle in and around Los Angeles County and periodically transport residents; Be able to enter various buildings that may require climbing stairs. Be subjected to outside environmental conditions. Use a personal and/or laptop computer; copy, postage and fax machines. Complete all required forms in personal writing.