

## **Harbor Interfaith Services, Inc.**

### **Receptionist – CES Access Center**

**Harbor Interfaith Services (HIS)** is a non-profit organization with revenue of over \$9 million. Our funding is derived from the local, state and federal governments, as well as from individuals, foundations, faith communities, tuition, fees, fundraisers etc. We are a local organization that provides food, shelter, transitional housing, childcare, and support services to the homeless and working poor in the South Bay area of Los Angeles (SPA) 8.

Harbor Interfaith Services is looking to add a **full-time Receptionist** to our team. We are recruiting people who are top performers with excellent interpersonal skills, solid familiarity with office work, and a fierce passion for serving their community.

The Receptionist is the first point of contact at the Coordinated Entry System (CES) Access Center. This position will be responsible for handling the flow of people through the door and will ensure that all visitors are greeted and directed to the appropriate program. This position will ensure clients sign in to meet with case managers in the CES Access Center, handle telephones, assist with answering basic CES access questions, transfer calls to the appropriate staff members, maintain data tracking for client logs and ensure administrative support across all programs.

This position is full time with a set schedule of Monday through Friday, 8:30am to 5:30pm.

#### **Key responsibilities:**

- Greeting, welcoming, and providing direction to visitors
- Answering, screening, forwarding, and providing information to incoming telephone calls
- Working in conjunction with security personnel by following procedures and controlling access
- Assisting with the preparation of regularly scheduled reports
- Assisting with data entry into the monthly tracking sheets and HMIS
- Notifying the CES directors immediately of any concerns
- Ensuring all day-to-day operations of the front desk are organized
- Completing other duties as requested

#### **We would like to speak to you if:**

- You have a high school diploma or GED and one year of experience with data entry.
- You are computer literate and organized with an attention to detail.
- You are a self-starter that takes initiative and completes tasks in a timely manner.
- You are able to take direction and handle multiple tasks.
- You have experience in a front office handling receptionist responsibilities.

- You have a working knowledge of office equipment, such as printers and fax machines.
- You are proficient in Microsoft Office, specifically with Excel.
- You have excellent time management skills and the ability to prioritize work.
- You have an attention for detail and creative problem-solving skills.
- You have strong organizational skills with the ability to multi-task.
- You have excellent written and verbal communication skills.
- You have a passion for ending homelessness.
- You can maintain a non-judgmental attitude and a display of unconditional positive regard when working with highly vulnerable and/or challenging individuals.
- You have the ability to work as a member of a team.
- You are bilingual (Spanish and English – preferred but not required).

### **Physical Demands, Environmental Conditions, and 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.

### **About Harbor Interfaith Services**

Our mission is to empower the homeless and working poor to achieve self-sufficiency through support services including shelter, transitional housing, food, job placement, advocacy, childcare, education, and life-skills training – and that mission is achieved through our people. We provide an inclusive environment where all are empowered to share their diverse perspectives and experiences so we can ultimately be better together. Our policies, practices, programs, activities and decisions regarding employment, hiring, assignment, compensation, and volunteerism are not based on a person's race, color, sex, age, religion, national origin, mental or physical disability, ancestry, military discharge status, sexual orientation, gender identity or expression, marital status, parental status, housing status, or other protected status.

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