

## Harbor Interfaith Services, Inc. | Family Resource Center (FRC) Client Intake/Data Entry | Job Description

**Harbor Interfaith Services (HIS)** is a non-profit organization based in San Pedro, with a mission to provide food, shelter, transitional housing, childcare, and support services to the homeless and working poor in the South Bay area of Los Angeles, Service Planning Area (SPA) 8.

Harbor Interfaith Services is looking to add a full time **Client Intake/Data Entry** to our team. This position will be responsible for serving visitors in person or by phone by greeting, welcoming, directing, answering questions, or referring them to the appropriate department for service in a polite and timely manner. This position has a set schedule of Monday through Friday, 9am to 6pm and reports to the Director of the Family Resource Center. We are recruiting people who are top performers with excellent interpersonal and critical thinking skills and a fierce passion for serving the community.

### Key responsibilities:

- Answering phones and directing visitors.
- Entering data into several databases for client tracking and reporting.
- Assisting the public with inquiries.
- Maintaining security awareness by following procedures, monitoring emergency panel, visitor access, ensuring volunteer sign-in, and reporting suspicious activity.
- Maintaining a clean and safe reception area.
- Sorting, tracking, and distributing client mail.
- Accepting donations.
- Monitoring computer lab.
- Providing administrative support, appointment scheduling, maintaining and tracking client files.
- Assisting clients with preparing public benefit forms.
- Preparing outreach forms and ensuring translation (English/Spanish).
- Tracking clients and donors in data tracking system.
- Attending staff meetings, case conferences, and trainings and completing other duties as assigned.

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

- You have a high school diploma or GED.
- You have clerical and/or administrative experience.
- You have excellent written and verbal communication skills.
- You are bilingual (Spanish).
- You are proficient with Microsoft Office programs (Word, Excel, Outlook).
- You have a valid California driver's license, a clean driving record with no more than two driving infraction points, and adequate auto insurance.

### About Harbor Interfaith

We offer 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.

If you are interested in this position, please send your resume and contact information to the attention of Human Resources at [hr@harborinterfaith.org](mailto:hr@harborinterfaith.org).

*Harbor Interfaith Services is an at-will employer, meaning we or our employees have the right to terminate the employment relationship at any time, for any reason, with or without cause.*