



## Job Description

Position Title: **Front Desk Clerk**

Reports to: Intake Coordinator

Salary Range: Entry Level

Class: Exempt, Professional

Purpose: To provide administrative support to Passage Home Main office, serving as the initial contact with clients and the public.

### **Responsibilities:**

With limited supervision, coordinates office operations and reports directly to Intake Coordinator. Manages the office within the context of office and directives, assuming administrative tasks as needed. The position requires a high level of organization skills and the ability to anticipate tasks that need to be done and to work independently with initiative to accomplish tasks while simultaneously completing the daily routine work. Must maintain professionalism and work with diverse populations while dealing with high call volume and traffic. Must be knowledgeable of agency services in order to answer inquiries based upon office guidelines and administrative policy. Dealing with confidential matters is a critical aspect of this position.

### **Activities:**

- Serves as welcoming point at Administrative office for all community members and staff
- Cordially greets, screens and directs faculty, clients, staff, and the general public as needed
- Provides information and referral services to community members
- Insures front desk always operates professionally, smoothly, and efficiently
- Prepares requests making necessary arrangements for building/vehicle reservations.
- Schedules and arranges meetings, makes room assignments for special events, and schedules rooms for use for office needs.
- Attends and conducts registration for special/community events
- Creates and maintains office calendar for office and community activities in building
- Manages monetary transactions for Passage Home Café and by collecting rent
- Answers telephones and responds to inquiries or takes accurate phone messages.
- Orders supplies and equipment, and maintains inventory
- Organizes and maintains office records and performs limited data entry
- Reviews and answers routine memos and correspondence under own signature and/or at the permission of Supervisor or other office members.
- Serves as office liaison handling communication of information and other miscellaneous details in the office.
- Performs other job-related duties as assigned by Supervisor.



### **Qualifications**

- High school diploma or GED equivalent
- Organizational Skills
- Office Management skills
- Ability to multi-task
- Proficiency with Microsoft Applications
- Initiative, good judgment, and a high degree of responsibility
- Ability to handle information of a confidential nature.

### **Working Conditions and Atmosphere**

The Administrative Support works in a highly productive office environment with interruptions and noise due to frequency of visitors, staff, and callers. Pressure is expected on the job due to the frequency and number of visitors and callers and the meeting of multiple job deadlines. Overtime may be required during peak periods of the year.

This position requires a flexible schedule. It is a professional salaried position and requires that staff be available on call, over the week end and in the evenings as needed by clients, and staff related support systems. Passage Home is an “at will” employer – see personnel handbook.

If interested, please send a resume, cover letter, three references and salary requirements to [HR@passagehome.org](mailto:HR@passagehome.org)