

Bilingual Resource Network Advocate Front Desk Administration

Full-Time
Hourly

Reports to Resource Network Specialist

Vision: The HomeFront Resource Network Team believes that families need basic necessities to live a life with dignity. The Resource Network team works together to provide these items to HomeFront families by harnessing the caring and resources of our community. The Resource Network Team treats all clients, donors, colleagues, and volunteers with respect and values the important role each plays in making the Resource Network possible.

Overview

The Resource Network Receptionist is often the first person that clients, community members, and volunteers meet when come to HomeFront. The Resource Network Receptionist contributes to our effort to assess the needs of new and existing clients, make accurate and timely referrals, gather required paperwork, collaborate with internal and external partners, maintain proper food inventory, and ensure high quality, trauma-informed service for every family seeking our assistance.

Essential Job Functions

- Foster a welcoming, well-stocked, and tidy environment at the Front Desk/Back Dock and in all client reception areas and restrooms
- Greet and direct clients and visitors as they enter the building
- Complete client intake forms in a timely, accurate manner with required documentation
- Assess client needs and inform clients on how they can access resources, both internally and externally, with a compassionate, trauma-informed care approach
- Answer the phone, direct calls to proper department, and return messages, informing clients or the community on resources HomeFront provides
- Maintain accurate records through files and database data entry
- Collaborate with Resource Network Specialist and food pantry volunteers to maintain proper inventory of food and food bags
- Maintain proper temperatures and cleanliness of food pantry refrigerators and freezers
- Ensure all volunteers and visitors sign in and are directed appropriately
- Retrieve and return messages from additional public phone lines
- Ensure that bathrooms for staff, client, and volunteer use are stocked with proper supplies
- Other related duties as assigned

Skills and Competencies

- Excellent verbal and written communication skills
- Computer Literacy/Intermediate Microsoft Office Skills
- Strong customer service skills
- Time management and multitasking ability given frequent interruptions and high demand for service
- De-escalation skills to handle situations and serve clients experiencing difficult personal emergencies with patience, compassion and a trauma-informed approach
- Ability to establish professional, productive working relationships with colleagues, partners, and members of the community
- Comfortable with serving persons of various diverse backgrounds

Requirements:

- High School Diploma – Associates degree preferred
- 3 years of experience in related field
- Bilingual Proficiency – Spanish/English
- Familiarity with local social services resources/systems preferred, but not required

Physical Demands:

- Must be able to lift and move up to 50 lbs.
- Must be able to walk, stand and sit for long periods of time
- Must be able to walk up and down several flights of steps
- Exposure to the outdoors and inclement weather is possible
- Job operates in an office setting which routinely uses standard office equipment

Other Duties:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required. Duties, responsibilities and activities may be added or change at any time.

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