

## **JOB DESCRIPTION – FRONT DESK**

JOB TITLE: FRONT DESK

STATUS: NON-EXEMPT

DEPARTMENT: HOUSE OF HOPE

REVIEWED: 02/21

REPORTS TO: HR MANAGER

REVISED: 02/2021

POSITION SUMMARY: The Front Desk position is to facilitate the needs of the persons served and assist in the communications of the organization.

### ESSENTIAL JOB FUNCTIONS:

- ✓ Answer phones and take messages.
- ✓ Answer phones and greet all visitors and clients in a courteous/professional manner.
- ✓ “Observe, record and report” actions of persons served that will influence their treatment. The observed information is recorded in the communication log that is maintained at the front desk.
- ✓ Coordinate with HOH Case Manager regarding transportation of persons served utilizing transportation log.
- ✓ Maintain the Release Log to assure all visitors (vendors, case managers, teachers for Competency
- ✓ Notify appropriate personnel of persons served that terminate treatment during shift.
- ✓ Report incidents in accordance with incident reporting procedure.
- ✓ Ensure that front office area and mail room area is neat and organized at all times (no clutter such as client belongings).
- ✓ Manage copier/fax issues directly with vendor.
- ✓ Responsible for the cleanliness of lobby, Front Desk area and copy breakroom.
- ✓ Ensure water in HOH office building is replenished by ordering and filling coolers.
- ✓ Assist with ordering supplies.
- ✓ Back up BHT’s as directed.
- ✓ Other duties as assigned.

### JOB REQUIREMENTS:

EDUCATION: High School Diploma preferable

EXPERIENCE: Minimum 1 years Front Desk or Office Assistant experience required. Working with the substance abuse population *preferred*.

SKILLS: Good written and oral communication skills and good organizational skills

PERSONAL RELATION SKILLS: Must be able to interact positively with people on a daily basis.

Must work well with others.

MISCELLANEOUS: Punctuality and schedule flexibility is imperative.

SUPERVISORY RESPONSIBILITIES: None

EQUIPMENT TO BE USED: Computer, Fax machine, Telephone, Copier

TYPICAL PHYSICAL DEMANDS: Must be able to sit a minimum of 7 hours per day, Long periods of standing, walking up & down stairs, walking inside & outside of buildings, exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force as frequently as needed to move objects.

TYPICAL MENTAL DEMANDS: Must be organized, capable of performing simple math calculation.

WORKING CONDITIONS: Working in a typical office setting. This position can be a weekend and night position.

**THIS DESCRIPTION COVERS THE SIGNIFICANT ESSENTIAL FUNCTIONS BUT DOES NOT EXCLUDE OTHER RESPONSIBILITIES AND ACCOUNTABILITIES, WHICH WOULD BE IN CONFORMITY WITH THE MAJOR PURPOSE OF THIS JOB.**

**THIS JOB DESCRIPTION DOES NOT CONSTITUTE A CONTRACT FOR EMPLOYMENT.**

I HAVE READ THE JOB DESCRIPTION AND MY SIGNATURE ATTESTS TO MY ABILITY TO EFFECTIVELY AND EFFICIENTLY PERFORM THE ESSENTIAL FUNCTIONS OF THIS POSITION.

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Signature

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Date