



Title Affordable Housing and Stability Receptionist
Department(s) Affordable Housing and Stability Program
Supervisor Director of Affordable Housing and Stability Program

Job Summary

The Receptionist works closely with clients, case managers and the directors to provide support for the rapid rehousing and permanent supportive housing programs. This position is responsible for assisting with administrative tasks such as answering the phone and directing calls to the proper parties, greeting guests at the facility, directing visitors in need of resources to potential resources, filing, record keeping and data collection and entry.

Major Duties and Responsibilities

- Display strong conflict resolution skills and remain calm during emotional situations.
- Greet all visitors, staff, and clients upon entering the building.
- Screens and refers callers and visitors to the appropriate individual.
- Organize supplies and work room.
- Schedule and conduct need assessment with clients in person or over the phone.
- Enters statistical data on HMIS system regularly.
- Additional tasks, projects, and responsibilities as assigned by supervisor

Knowledge, Skills and Abilities

- Ability to establish and maintain effective working relationships
- Demonstrate effective communications skills by conveying necessary information accurately and effectively both orally and in writing.
- Ability to interpret a variety of instructions furnished in written word, oral, etc.
- Must be detail oriented and have strong organizational skills

- Must be able to manage the telephone system and have strong telephone skills
- Proficient in Microsoft 365 Office Suite
- Knowledge of basic office equipment
- Must be highly collaborative within a solid team environment
- Maintain and execute confidential information according to HIPAA standards

Minimum Qualifications

- Database knowledge, specifically HMIS or the ability to acquire that knowledge.
- Strong computer skills
- Exhibit the ability to work as a collaborative and productive part of a team

Work Environment and Physical Demands

This position involves working in an office setting. You may be required to lift boxes weighing 25 lbs. as supplies come in. The nature of the work involves working with individuals that may be experiencing serious and persistent behavioral health issues.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

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