



OUR CENTER

Paving the Road to Self Sufficiency

Job Title:	Receptionist- Front Desk (bilingual)	Reports To:	Participant Relations Manager
Location:	OUR Center, 220 Collyer Street Longmont, CO 80501	Travel Required:	Driving Required
		Position Type:	Full-time Non-exempt 40 hours per week
		Rate of Pay	\$18.00 - \$20.00 / Hour

About Our Organization: OUR Center is truly a community-based agency. We are here to provide a safe, accessible place for families to connect with comprehensive, coordinated services that help strengthen families and self-reliance. OUR Center works closely with many other agencies in the community to assist those in need, especially those in emergency situations. The OUR Center is a proud member of the Family Resource Center Association!

Position Summary: This position is responsible for performing administrative tasks within an office environment to support the organization's daily operations. This position will serve as the initial representative and point of contact for participants seeking services. This position requires assisting participants during possible moments of trauma and crises. This position will ensure that participants understand all the available services offered at the OUR Center. This position will assist as necessary to ensure that participants complete all documents required to access support and services as well as help them to understand the contents of the documents before the participant signs. All completed documentation will be entered into the organization's database: HHSC.

Responsibilities/Tasks

The following is to be performed while adhering to OUR Center operational policies, procedures, and safety rules.

- Welcome visitors in a warm and friendly manner, and answer any questions they may have.
- Collect and process eligibility documentation to start the process of enrolling participants in OUR Center programming.
- Schedule participant appointments, via phone and in person, managing appointments in the organization's Outlook calendar.
- Assist with conducting reminder phone calls to participants for next-day appointments.
- Patience and listening skills to respond appropriately and interact positively with participants.
- Support first-time participants by having them complete an intake form.
- Access the case management database (HHSC) to obtain the participant's number and record to determine the recorded Resource Specialist.
- Provide a warm handoff to the Resource Specialist team or connect them to partner organizations as appropriate.
- Answering phones in a polite and professional manner, and routing calls to staff as necessary.
- Receive deliveries; sort and distribute incoming and outgoing mail.
- Keep a safe, organized, and clean reception area by complying with procedures, rules, and regulations as well as keeping the front desk stocked with necessary brochures.
- Manage resource bulletin boards by keeping them in order and current.
- Prepare new appointment sheets for the appointment book on a monthly basis.
- Hold all confidential information in trust and strict confidence. Understand and agree that it shall be used only for the purposes required to fulfill employment obligations, and shall not be used for any other purpose, or disclosed to any third party.
- Comply with all privacy laws and regulations, which apply to the collection, use, and disclosure of personal information.
- Attend required or assigned internal meetings.
- Maintain a positive relationship and a working knowledge of the broader community.
- Other duties may be assigned based on organizational needs.

Qualifications/Skills:

- Commitment to the mission, vision, and values of the OUR Center.
- High school diploma or GED required. 1+ years of related professional experience preferred.
- Written and verbal communication proficiency in both English and Spanish.
- Experience or familiarity with managing a 3-line phone line.
- Strong interpersonal skills with the ability to build positive trusting relationships with individuals from diverse backgrounds.
- Ability to successfully communicate with challenging participants while effectively de-escalating difficult situations.
- Ability to work as a collaborative member in a team environment with a variety of people.
- The ability to manage multiple projects with exceptional attention-to-detail.
- Ability to organize and prioritize competing demands to meet necessary deadlines.
- Experience working in MS Office (Word, Excel, Outlook), managing calendars within Office 365, as well as the ability to use or learn other software programs.
- An understanding of the importance of maintaining a high degree of confidentiality and discretion.
- Valid Driver's license, insurance, and safe driving record.
- Must be at least 18 years old.
- Must be reliable, punctual, and flexible.

Physical Demands:

- Able to work onsite.
- Able to sit or stand for extended periods.
- Regular use of a computer.
- The ability to work in a busy and sometimes high-stress environment.
- Regular use of a telephone.
- Light to moderate lifting is required.
- Talking, hearing, and listening.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. Leadership reserves the right to assign or reassign duties and responsibilities to this position at any time as needed by the organization. This job description does not constitute an employment agreement between the OUR Center and the employee. Reasonable accommodations may be made to enable individuals with disabilities to perform the job's essential functions.

Reviewed By:	Karen Collins, Human Resources	Date:	4/8/2024
Approved By:	Marc A Cowell, Executive Director	Date:	4/8/2024