



Job Description

Job Title: Receptionist

Location: Catholic Center

FLSA Status: Hourly (19 Hours/week) Non-Exempt

Classification: **Please refer to EEO-1 Job Classification Guide** *Administrative Support Worker Worker etc.*

Department: Guild for the Blind **Program/Contract:** N/A

Reports to: Case Management Site Supervisor

Supervisory Responsibilities: Yes _____ No X

Summary:

The CCCS Receptionist will be responsible for the 6th floor front desk operations which include handling incoming phone calls, screening clients for services and directing clients and visitors to the appropriate areas. This position is an integral part of the Preserving Housing, Case Management and Guild for the Blind teams and supports all 6th floor staff. The Receptionist is expected to uphold the mission of Catholic Charities by treating all callers and walk-ins with dignity and respect and by ensuring service excellence throughout the intake process.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. Welcomes walk-in clients and responds to incoming calls. Explains the CCCS programs and provides Information and Referral to clients interested in accessing Catholic Charities programs throughout the Archdiocese (NYC, the Bronx, Staten Island and the Hudson Valley) and elsewhere as relevant.
2. Familiarize with the eligibility criteria of the various CCCS programs, and identifies and assesses clients in order to ensure proper triage.
3. Operates a high volume call center for the 6th floor Departments, with an emphasis on Preserving Housing, Case Management and Guild for the Blind.
4. Conducts thorough pre-screening for the Preserving Housing Department and schedules appointments for the Eviction Prevention program.
5. Completes Helpline statistics on a weekly basis.
6. Completes supply orders for Case Management staff.
7. Works with the Preserving Housing Management team when a caller or client is identified as being in imminent risk of eviction and accesses appropriate services promptly in order to respond to a crisis.
8. Enters callers and walk-ins into two possible data bases (Outcomes and Refer)

9. Provides support to Guild for the Blind clients and other special needs clients to access needed mobility assistance while in the waiting area.
10. Provides food pantry bags when needed.
11. Attends to the reception area by ensuring that it is clean, organized and well managed.
12. Provides Social Service callers with timely and accurate information and supports the Helpline staff.
13. Completes other assignments as directed by the supervisor.

Position Type and Expected Hours of Work:

This is a part-time position. Additional hours may be required to meet program deadlines, or client needs.

Working conditions and physical demands *required*:

The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Travel for staff meetings 20% of the time using reliable transportation, traversing streets, ascending/descending stairs, and exposed to outside weather conditions.
- Traverse neighborhoods that may require a high level of alertness and awareness of surroundings.
- Work with clients who require consistent and comprehensive support, some under potentially stressful conditions.
- Remain in a stationary position at a work station and use a computer approximately 90% of the time.
- Frequently sit for long periods attending meetings.
- Pack and Carry food pantry bags.

Qualifications

Education and/or experience *required*:

1. High School diploma and some college credits.
2. Bilingual, Spanish-English required (depending on vacant position).

Skills, Licenses, and/or competencies *required*:

1. Enthusiasm in working with people and excellent interpersonal skills
2. Experience with Eviction Prevention and Social Services
3. Awareness of challenges low income individuals face and ability to offer compassionate, patient and profession response.
4. Ability to multi-task and complete assignments that often occur in a fast paced and stressful environment.
5. Computer and technology proficient.
6. Knowledge of social service delivery systems and local resources.
7. Excellent organizational, time-management and communication skills.
8. The ability to work well independently and as part of a team.