

HOPENET, INC. JOB DESCRIPTION

Office Specialist / Receptionist

Description: Provide customer service for people in immediate crisis while providing administrative and communication support for all program services. Carry out client appointment desk and receivables while assisting volunteers with crisis call hotline.

Qualifications: Candidate must have experience diffusing stress, encouraging, listening and problem solving with all ages. Ability to dual task is a must. Office experience required, including demonstrated proficiency in Microsoft Word, Excel graphics, data analytics, reports, and computer research.

Preferences: Applicants with volunteer experience in a nonprofit/church setting, or crisis hotline preferred.

Terms/Hours: Part to full time hourly position

Reports to: Assistant Program Director of Engagement Services

RESPONSIBILITIES AND KEY ACTIVITIES:

I. Appointment Desk / Client Care Services

- Answer phone and manage Crisis Calls
- Greet clients and direct inbound persons
- Create hospitable atmosphere for clients
- Maintain music channel for confidentiality
- Invoice & process payments for client services
- Assist Engagement Services Coordinator with data input in client software (billing, demographic & outcome data)
- Balance client income using billing reports
- Assist Engagement Services Coordinator w/Client Contract Fee Agreements
- Assist Engagement Services Coordinator & Case Coordinator in response to Personal Alarm Button alerts

II. Central Communication Services

- Track inbound and outbound persons
- Monitor security using camera surveillance
- Stock office supplies
- Maintain Office Forms / Documents
- Assist Administrative Director w/office functions & equipment in Connection Point area

III. Training Services

- Coordinate Training requests (logistics, presenter needs, etc.)
- Secure Training Agreements
- Assist Engagement Services Coordinator w/training HopeNet Personnel & Volunteers

IV. Volunteer Coordination

- Provide Volunteer Advocates w/duties
- Oversee on-site client service volunteers
- Recruit client service volunteers

V. Team Collaboration & Community Awareness

- Consistently communicate with staff
- Participate in weekly staff meetings
- Participate in weekly individual supervision
- Provide event administration assistance with annual *HopeNet Wellness Conference*
- Represent HopeNet at fundraising and networking events
- Assist Program Director / Assistant Program Directors as needed

Integral Responsibilities:

A. Mission

- a. Extend dignity and hope through compassionate Christian care
- b. Exhibit values of humility, sound judgment, confidentiality and integrity
- c. Demonstrate a passion for HopeNet's mission and philosophy
- d. Adhere to all agency policies and protocol

B. Ethics

- a. Operate within the legal and ethical boundaries according to HopeNet policies
- b. Engage in career-long learning utilizing training, consultation and continued education