



JOB DESCRIPTION OFFICE SPECIALIST

HopeNet is a faith based nonprofit organization transforming lives through coaching and counseling. For over 25 years HopeNet has provided mental health services on a sliding scale made possible by donor support. Building on our expertise in mental health, we are expanding our impact in our community through professional coaching and training.

DESCRIPTION:	The Office Specialist provides customer service with exceptional client engagement for people in immediate crisis while providing administrative, hospitality and communication support for all program services.
POSITION GOAL:	Manage client appointment desk and receivables while assisting volunteers with crisis call hotline. Maintain a hospitable environment for clients, staff, and guests.
QUALIFICATIONS:	High school or equivalent required. Associates degree or professional equivalent in office management preferred. Professional communications skills and excellent organizational skills with strong attention to detail and ability to multi-task are required. High level of confidentiality required.
EXPERIENCE:	Experience diffusing stress, encouraging, listening and problem solving with all ages in person and on the phone. Office experience required, including demonstrated proficiency in Microsoft Word, Excel graphics, multi-line phone system, data analytics, reports, and computer research. Volunteer experience in a nonprofit/church setting or crisis hotline preferred. Experience with case management software preferred.
TERMS:	Full time hourly
REPORTS TO:	Engagement Services Coordinator

RESPONSIBILITIES

- RESPONSIBILITY 1:
- 1. Appointment Desk / Client Care**
 - 1.1. Maintain HopeNet Security Policy and Protocol when engaging clients and potential clients
 - 1.2. Track inbound and outbound persons per security entry protocol.
 - 1.3. Monitor security surveillance cameras.
 - 1.4. Answer phone and manage Crisis Calls
 - 1.5. Greet clients and inform provider or other staff member of their arrival

- 1.6. Transfer calls to appropriate provider or staff member when necessary
- 1.7. Invoice & process payments for client services
- 1.8. Assist Engagement Services Coordinator with data input in client software (billing, demographic & outcome data)
- 1.9. Balance value of the day for Administrative Director

RESPONSIBILITY 2:

2. Office Hospitality

- 2.1. Represent HopeNet mission and vision as the first point of contact for all on our property or on the phone.
- 2.2. Create hospitable atmosphere for clients, staff, board members and guests (ie. maintain coffee/water supply and cleanliness)
- 2.3. Light maintenance of building interior and exterior (ie. maintain cleanliness and proper functioning of all restrooms and staff kitchen, water/weed/clear trash in outdoor landscaping, ensure tidiness of lobby and common rooms).
- 2.4. Oversee general office and facility supply levels and report purchase order to Administrative Assistant

RESPONSIBILITY 3:

3. Administrative Assistance

- 3.1. Maintain supply of office program forms
- 3.2. Stay current with the office calendar to anticipate meetings and guests coming into the building, or to field phone inquiries
- 3.3. Assist Engagement Service Coordinator, Program Supervisors and Program Director with administrative tasks as assigned
- 3.4. Ensure position processes are current

RESPONSIBILITY 4:

4. Team Collaboration & Community Awareness

- 4.1. Effectively communicate with staff in verbal and written forms
- 4.2. Participate in weekly team/staff meetings
- 4.3. Provide progress updates in weekly meetings with Supervisor
- 4.4. Collaborate with Supervisor to develop, evaluate and implement collaborative strategies for organizational effectiveness
- 4.5. Represent HopeNet at fundraising and networking events
- 4.6. Other duties as assigned

RESPONSIBILITY 5:

5. Mission & Ethics

- 5.1. Represent and uphold the HopeNet mission to “Restoring dignity and hope, based on Christ’s love, by offering comprehensive and professional services.”
- 5.2. Exhibit integrity in all matters of ethics.

5.3. Demonstrate authentic commitment to the Biblical principles of the Christian faith.