



## JOB DESCRIPTION OFFICE SPECIALIST – PART TIME

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:** Part time hourly position includes Monday evening 4-8 pm, Tuesday & Thursday 8:15 am – 12:15 pm (12 hours per week minimum)
- 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 (i.e. maintain coffee/water supply and cleanliness)
- 2.3. Light maintenance of building interior and exterior (i.e. maintain cleanliness and proper functioning of all restrooms and staff kitchen, water/clear trash in outdoor landscaping, sidewalk snow removal/salting when needed, ensure tidiness of lobby and common rooms).
- 2.4. Oversee general office and facility supply levels and report purchase order to Administrative Assistant
- 2.5. Assist Engagement Services Coordinator in equipping Advocates and providing volunteers duties.

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. Client Customer Service**

- 4.1. Manage new clients on pre-enrollment and schedule first appointment per Program Director's instruction/direction
- 4.2. Schedule appointments for Program Director clients as needed
- 4.3. Field organization inquiries for Program Director and Program Supervisors for potential clients (coaching, counseling and training)
- 4.4. Process, distribute and file program service agreements and 3<sup>rd</sup> Party service agreements according to protocol
- 4.5. Process client record requests, copies and invoicing

RESPONSIBILITY 6:

**5. Community Resource Partnerships**

- 5.1. Assist with providing materials about services for inbound & outbound referral sources to staff and prospects
- 5.2. Assist program services team to promote & track community awareness
- 5.3. Assist Communications Director with program mailings.

RESPONSIBILITY 7:

**6. Team Collaboration & Community Awareness**

- 6.1. Effectively communicate with staff in verbal and written forms
- 6.2. Participate in weekly team/staff meetings
- 6.3. Provide progress updates in weekly meetings with Supervisor
- 6.4. Collaborate with Supervisor to develop, evaluate and implement collaborative strategies for organizational effectiveness
- 6.5. Represent HopeNet at fundraising and networking events
- 6.6. Other duties as assigned

RESPONSIBILITY 5:

**7. Mission & Ethics**

- 7.1. Represent and uphold the HopeNet mission to “Restoring dignity and hope, based on Christ’s love, by offering comprehensive and professional services.”
- 7.2. Exhibit integrity in all matters of ethics.
- 7.3. Demonstrate authentic commitment to the Biblical principles of the Christian faith.