



## Job Summary: 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:** Community Engagement Coordinator

To apply for this position, please send resume and HopeNet job application (with all requested information) to [info@hopenetwichita.org](mailto:info@hopenetwichita.org). Please include “Applying for Office Specialist Position” in the subject line.