Who We Are
Second Chance is a place where justice involved San Diegans go to find hope, purpose and opportunity. Offering eight evidence-based programs, each staffed by a dedicated team of caring professionals, Second Chance is regarded throughout the greater San Diego area as a leader in helping formerly incarcerated and justice involved citizens successfully reintegrate into society.

What We Do
Second Chance helps hundreds of formerly incarcerated youth and adults receive the services they need to find a better path through job readiness training, case management, counseling, and transitional housing programs. We are dedicated to our mission of “disrupting the cycles of incarceration and poverty to help people find their way to self-sufficiency.”

We believe that everyone, regardless of their past, deserves the chance to shape a stronger future for themselves, their family, and their communities. This is achieved by living our CARES values.

Who We’re Looking For
Receptionist | Office Admin, Full Time

We’re looking for smart, compassionate, and resourceful change-agents with a passion for inspiring others to better themselves. To be successful, you’ll have to be a loyal and dedicated critical thinker; a creative problem solver who doesn’t shy away from challenges and takes pride in everything you do. You believe anything worth doing is worth doing right, every single time. If you don’t know the answer, you’ll dig to find it. You love people. You enjoy leading others. You value diversity and embrace change.

The Receptionist, Office Admin reports to the Director of HR. This role is responsible for being the first impression to Second Chance by greeting, screening and directing guests, answering incoming calls to the Agency and routing calls to the respective parties. This role will also provide a wide range of office admin support. This position is responsible for a wide range of activities to include but are not limited to:

• Greet, screen and direct guests as the first impression to the organization; Maintain guest signage and welcome signs.
• Ability to learn about Second Chance programs and our mission so that you can receive, screen and route calls to staff; Take complete and accurate messages and notify appropriate person.
• Answer and direct multi-line telephone system.
• Respond to or direct incoming emails received from the info email address to the best person.
• Maintain visitor, guest badges, package delivery, and company vehicle use logs.
• Provide basic admin support for Administration and assist participants with program applications.
• Assist HR with basic administrative functions such as employee file creation, scheduling new hire on-boarding meetings and other support functions.
• Assist HR with applicant tracking, scheduling interviews, and posting positions on job boards.
• Maintain inventory of kitchen office supplies and submit request for ordering along with check request.
• Responsible for maintaining front desk training and information binder and keeping current.
• Responsible for managing auditorium/conference room calendars and bookings.
• Responsible for setting up and breaking down auditorium for organizational events.
• Responsible for opening and closing duties associated with the front desk including lowering the flag.
• Maintain a professional appearance and proper decorum in the lobby area of the building.
• Report any incidents or safety concerns that occur at reception to HR or COO immediately.

What skills do you need?
This is challenging work. A positive “can do” spirit is a must. For this specific role, you’ll also need:
• Aligned with the agency’s mission, vision, and values.
• Adhere to Second Chance policies, procedures and code of conduct.
• Well organized, strong telephone and interpersonal communication skills, and detailed.
• Ability to use a computer, fax, scanner, printer, copy machine and multi-line phone.
• Must be calm, dependable, flexible and able to respond to multiple demands.
• Solution focused with the ability to identify and resolve problems in a timely manner.
• Ability to work with a high degree of autonomy and exercise personal and professional judgment.
• Resourceful and flexible in an ever-changing environment.
• Collaborative team player with the ability to build strong relationships while being cordial, respectful, and professional with all staff, participants, partners, volunteers, interns and guests.
• Compassionate with the ability to be sensitive to cultural differences or behavior in a multicultural community and various cultural and ethnic groups in a tactful, professional and effective manner.
• Must be able to speak, read, and write in English. Bilingual in English and Spanish languages preferred.

Qualifications
• Meet background and security clearance guidelines and pass background check:
  o Criminal background clearance through the State of California Department of Justice (DOJ) and Federal Bureau of Investigation (FBI)
  o Drug Testing as required by federal contracts.
• Tuberculosis Test

Education
Required
• High school diploma or equivalency.
• Minimum 1 year clerical and basic accounting experience.
• Proficient in Microsoft Office Suite (Excel, Word and Outlook).
• Confidential data entry and record-keeping skills and experience.

**Preferred**

• Associate’s or Bachelor's degree in criminal justice, social or human services or related field.
• Entry level HR admin experience.
• Experience working with justice involved or at risk youth or adults.
• Not-for-profit experience

**What We Offer**

Purpose. Many places will offer you a job. At Second Chance you will change lives. Our work is that rewarding. It is what makes our employees stay and others return.

Job salary and benefits...

• This position is non-exempt (hourly), full-time, 40 hours/week. The rate of pay is $13-15 per hour.
• Employer paid medical and life insurance for employees
• Vacation and Sick Leave benefits
• And more!

If you are seeking a rewarding career where you can make a meaningful difference alongside a world-class team, then Second Chance wants you. Join us.

We’re committed to giving justice-involved individuals a Second Chance.

Are you?

To apply, please email a cover letter and resume with list of three professional references with “Receptionist | Office Admin,” in the subject line to jobs@secondchanceprogram.org

*Second Chance Program, an equal opportunity employer, values the diversity of our workforce and the knowledge of our people. Second Chance Program will not discriminate against an applicant or employee on the basis of race, color, religion, national origin, ancestry, sex/gender, age, physical or mental disability, military or veteran status, genetic information, sexual orientation, gender identity, gender expression, marital status, or any other characteristic protected by applicable federal, state or local law. Auxiliary aids and services are available upon request to individuals with disabilities.*