POSITION DESCRIPTION

POSITION TITLE: Welcome Desk Associate
DIVISION: Executive Office
LOCATION: North Hollywood, CA
SALARY: $15.53 - $17.32

SUMMARY OF THE ORGANIZATION
LA Family Housing is a leader in homeless services and affordable housing development in Los Angeles. We believe that everyone deserves the dignity of a home and are invested in innovative solutions to ensure their long-term stability. With 35 years of experience, we know what works to end homelessness in people’s lives: an individualized approach that combines housing options with supportive services. Our commitment to best practice impacts more than 11,000 people each year, and our community-based approach allows us to influence how homelessness is addressed in Los Angeles and nationwide. Our growing portfolio of 26+ properties enables vulnerable groups access to permanent homes, and our services help them overcome their barriers to overall well-being.

We take tremendous pride in the emergence of our staff as national leaders in innovation, best practices, and policy within housing production and homeless services. From presenting at national conferences to facilitating service collaboration among providers in other regions, we equip our industry to effectively respond to homelessness and ultimately move more people home, together. Join the fight to end homelessness and make a difference in people’s lives at LA Family Housing!

SUMMARY OF RESPONSIBILITIES
This role is responsible for creating a welcoming and helpful experience for guests at LAFH’s main campus. The Welcome Desk Associate’s duties and responsibilities involve providing administrative support to ensure efficient operation of the office, including but not limited to: providing customer service to guests; directing mail and deliveries; supporting managers and employees through a variety of tasks related to organization and communication. This role should have an ability to effectively communicate via phone and email, ensuring that all duties are completed accurately and delivered with high quality and in a timely manner. This position requires a high level of technological proficiency, organizational efficiency, and a willingness to be a member of a team. Multi-tasking while maintaining complex schedules and managing administrative support is essential in this position. The Welcome Desk Associate should be resourceful, a good problem solver, and organized.

SPECIFIC DUTIES
• Create a welcoming environment for guests; greet all guests, with emphasis on non-participants; provide quality customer service to guests, and respond to questions and requests for information
• Monitor and open parking gate for guests as needed
• Assist with guest check-in and alert appropriate staff members of guest arrival
• Direct mail and deliveries to the second floor or appropriate area
• General reception tasks, including answering and direct phone calls, relaying messages when necessary
• General administrative support to executive staff
• Additional tasks, responsibilities and duties as assigned by supervisor

ACCOUNTABILITY AND REVIEW

Position Reports To: Executive Assistant to Chief Executive Officer (CEO)
Performance Review: Annual

DIRECT REPORTS

Number of employees receiving work direction: Zero (0)
Position titles reporting to position: Zero (0)

MINIMUM QUALIFICATIONS

KNOWLEDGE AND SKILLS
• Fluent in English required; fluent in Spanish a plus
• Typing, numeric keypad, and computer skills (e.g. Excel, Word)
• Excellent written, oral and interpersonal communication skills; strong organizational skills
• Ability to manage time effectively and meet deadlines
• Team player with customer service orientation
• The ability to work with diverse groups and in a collaborative team environment
• Demonstrate analytical, trouble-shooting and problem-solving skills
• Ability to manage multiple priorities and deadlines
• Ability to identify issues, obstacles, and opportunities and then develop and implement effective solutions
• Maintain and execute confidential information according to HIPAA standards
• Obtain and maintain CPR/First Aid Certification
• Ability to pass post-offer Tuberculosis (TB) clearances
• Use of a personal vehicle to travel between worksites and other locations may be required
• Must have and maintain a valid California driver’s license and insurance in good standing
• Ability to work a 9/80 work schedule (nine hour work days, with every other Friday off)

EDUCATION AND EXPERIENCE
• High school diploma or GED required and at least two (2) years of administrative/clerical experience

EMPLOYMENT CLASSIFICATION

FLSA STATUS: Non-Exempt
PAYROLL STATUS: Hourly
WORK SCHEDULE: Full-time

The above statements are intended to describe the general nature and level of work performed. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel in this classification.

• Dignity • Perseverance • Collaboration • Leadership
PHYSICAL DEMANDS, ENVIRONMENTAL CONDITIONS, EQUIPMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions. Employee may be in contact with individuals and families in crisis who may be ill, using substances, and/or not be attentive to personal health and safety for themselves. The employee may experience a number of unpleasant sensory demands associated with a client's use of alcohol and drugs, and the lack of personal care. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations. Employee is required to:

Walk and climb stairs; Handle, finger, grasp, and feel objects and equipment; Reach with hands and arms; Communicate, receive, and exchange ideas and information by means of the spoken and written word; Be mobile by moving oneself from place to place quickly and easily; Repeat various motions with the wrists, hands and fingers; Be able to have visual activity for (including, but not limited to) administrative and clerical tasks; Drive personal vehicle in and around Los Angeles County and periodically transport clients; Be able to enter various buildings that may require climbing stairs; Be subjected to outside environmental conditions; Use a personal and/or laptop computer, and copy, postage, and fax machines; Complete all required forms in personal writing.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. If you require an accommodation, please make sure to inform the Human Resources Department by the first week of employment. If an accommodation is not required at the time of employment, but is later required, you must inform the Human Resources Department of the need for accommodation at the time it is needed.

BENEFITS


EQUAL EMPLOYMENT OPPORTUNITY

LAFH is committed to providing equal employment opportunities for applicants and employees.

FAIR CHANCE INITIATIVE

LAFH is in compliance with the Fair Chance Initiative for hiring and will consider qualified applicants with criminal histories.

HOW TO APPLY

Email your resume and cover letter to HR@lafh.org