



# Homeless Prenatal Program

**Title:** Receptionist

**Reports to:** Reception Coordinator

**Directly Supervises:** None

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## **Summary of Job:**

The Receptionist is responsible for welcoming and directing all visitors to the agency, this position will also provide information regarding HPP's services and refer to outside resources when appropriate. They will also provide information about all client activities in the building. The reception team is the "face" of the agency for all visitors and are responsible for the first impression we make both on the phone and in person. The Receptionist is responsible for ensuring a friendly and welcoming environment for clients, visitors, and staff and for serving our diverse community with culturally centered approaches.

The ideal candidate will have a warm, approachable personality and will also be highly observant and disciplined. A customer-oriented approach is essential. The role of this position is to make clients and visitors feel comfortable and valued while on our premises. The Receptionist will create a welcoming atmosphere and foster a professional environment where clear boundaries and excellent communication help build trust with both clients and staff.

## **Essential Duties and Responsibilities:**

- Warmly welcome clients and visitors, determine the nature of visit and direct accordingly.
- Provide excellent customer service at all times. The essence of this customer service is forming a relationship with our clients, making them feel taken care of, listened to, respected, and welcome at HPP.
- Answer multi-line phone systems, and client information line, provide information and direct calls as appropriate.
- Conduct client outreach calls, responding to voicemails and website inquiries.
- Register clients for drop in services.
- Respond to client inquiry emails and voicemails.
- Regularly monitor the waiting area and proactively de-escalate issues. Engage clients in a positive way to facilitate a pleasant waiting experience.
- Must be willing to promote safe work practices. Ability to quickly assess potential problems and to respond in a manner that de-escalated the problem. Will report, (and if possible correct) any unsafe conditions

immediately. Must be depended on to use good judgment.

- Handle complaints or concerns in a helpful, kind, and courteous manner. Resolve the situations you can and calmly find assistance for those issues you cannot resolve.
- Ensure the reception area is tidy and presentable, with all necessary materials (e.g. pens, forms, and brochures).
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, etc.).
- Work collaboratively with Client Services and the Operations Team to ensure the safety of clients and staff.
- Work with the Operations Team to facilitate deliveries.
- Must be punctual and reliable and clearly communicate any scheduled or unscheduled time off requests with ample notice when possible.

### **Resource Referral:**

- As the first point of contact with HPP, help pre-screen individuals who have self referred to HPP.
- Direct clients to our many groups and classes where appropriate.
- Provide external referrals to individuals who do not meet our criteria for receiving services at HPP.
- Maintain knowledge of HPP client criteria as well as outside resources appropriate for referral.
- Work closely with Community Health Worker and Client Services Teams to ensure a continuity of care for our clients from the moment they enter our building or call our agency.
- Demonstrate initiative and familiarity with evolving community resources.

### **Professionalism/Teamwork:**

- Attend weekly team meetings.
- Maintain a high degree of professionalism and customer service at all times.
- Maintain a high level of confidentiality as it relates to clients, personnel, the agency and all records/documents.
- Work both independently and within a team to accomplish shared work goals.
- Maintain an open perspective and be an active and empathetic listener.
- Problem-solve quickly and independently at times, while knowing when to ask for help. Ensure all client notes are entered, per agency protocol, by the end of the day following any encounter.

### **Core Competencies:**

All HPP Staff are expected to meet the expectations of our Core Competencies:

- **Accountability and Reliability:** Shows up for the team, the clients, and the organization; takes responsibility for actions, and follows through on tasks and projects.
- **Collaboration:** Helps colleagues as needed, views responsibilities as shared; Actively participates in agency-wide initiatives/ efforts.

- **Communication:** Uses effective written and oral communication with coworkers and community served; understands emotions of self and others, and responds with empathy.
- **Continuous Learning:** Demonstrates curiosity and eagerness to learn and develop professionally.
- **Equity Mindset:** Understands and is committed to goals of diversity, equity, and inclusion and fostering an inclusive environment; consistently centers equity in the organization's work both internally and externally.
- **Proficiency in area of focus:** Has skills and knowledge in role and area of focus.

### **Qualifications:**

- AA degree or higher in a field related to health, human services, or marketing from an accredited college or university OR 1-2 years of experience working in the field of customer service, family support, or community outreach.
- Ability to interact with individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone, in a courteous, friendly and professional manner.
- Capacity to understand and ensure culturally appropriate treatment.
- Excellent telephone manners and communications skills. Able to handle multiple phone lines.
- Excellent computer skills, particularly data entry, and attention to detail.
- Reliable and punctual with an excellent work ethic.
- 1-2 years reception experience preferred.
- Demonstrates excellent judgment, reception skills, and phone etiquette.
- Ability to work under pressure, multitask, and to maintain a calm demeanor at all times.
- Understanding of the intersection of racism and poverty and a commitment to social justice, anti-racism, and HPP's mission and organizational values.

HPP recognizes the value of having a staff that brings a wide range of perspectives to this work based on language, ethnicity, race, gender, socio-economic background, political beliefs, sexual orientation, and disability. We are committed to maintaining a diverse, multicultural working environment and particularly encourage applications from candidates with lived experience in the communities we seek to serve.

**Physical Requirements:** This position requires the ability to work under stress and handle multiple project deadlines.

**Certificates, Licenses, Registrations:** California Driver's license and insurance preferred, not required.

**Work Environment:** Fast-paced, multi-cultural, collaborative work environment

**Hours:** Full time - 39 hours/week, This is a fully onsite position

**Salary:** \$61,500 + excellent benefits package

**FLSA Status:** Non-Exempt

Please send a cover letter and resume to [jobs@homelessprenatal.org](mailto:jobs@homelessprenatal.org) with Receptionist as the subject line. Applications must have the job title in the description to be accepted.

### **About HPP**



Founded in 1989, the Homeless Prenatal Program (HPP) is a nationally recognized family resource center in San Francisco that empowers homeless and low-income families, particularly mothers motivated by pregnancy and parenthood, to find within themselves the strength and confidence they need to transform their lives.

HPP helps families become healthy, stable and self-sufficient. We focus on the social determinants of health, supporting both parents and children in order to strengthen the whole family. With services ranging from emergency support to intensive case management, the agency partners with parents to address family needs during the critical years from pregnancy through kindergarten.

The first agency in San Francisco to hire former clients as staff, HPP's evolution has been guided by the community it serves. More than half of HPP's immensely talented staff of 125+ come from the community and/or are graduates of the agency's Community Health Worker Apprenticeship Program, which trains individuals for careers in the nonprofit sector.

Over the years, HPP has received considerable recognition for its service to the community. In 2022, we were named "Nonprofit of the Year" by the San Francisco Chamber of Commerce, and our work has been highlighted by The New York Times, CNN, KQED, The Huffington Post, People and The San Francisco Chronicle. Additionally, HPP receives consistently high ratings by leading philanthropic evaluators such as Guidestar and Charity Navigator.

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**The Homeless Prenatal Program is an Equal Opportunity Employer** and provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.