

Shelter Receptionist

Matt Urban Hope House - Women & Children's Shelter, Buffalo, NY

Position: Full Time (9:00 am – 5:00 pm)

Qualifications: Valid NYS Driver's License
3+ relevant experience
Bilingual preferred

PERFORMANCE RESPONSIBILITIES: Duties include but are not limited to:

- Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
- Directs visitors by maintaining employee and department directories; giving instructions.
- Maintains security by following procedures; monitoring logbook; and assuring residents are accounted for.
- Maintains telecommunication system including, cameras, phones and front desk window.
- Maintains safe and clean reception area by complying with procedures, rules, and regulations.
- Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
- Contributes to team effort by accomplishing related results as needed.
- Respect and maintains residents' rights and confidentiality and demonstrates a caring positive attitude toward all residents, staff, guests and services
- Participate in weekly case conference to collaborate with staff for current Hope House residents and aftercare clients.
- Performs other duties as needed or requested by supervisor

SKILLS AND QUALIFICATIONS: Duties include but are not limited to:

- Telephone Skills, Verbal Written Communication, Listening, Phone Intakes, Professionalism, Customer Focus, Organization, Informing Others, Handles Pressure, Phone Skills, Supply Management, must be efficient in Microsoft Word and Excel.

Please send cover letter and resume to Christal Guthrie at cguthrie@urbanctr.org