one22
RESOURCE CENTER

Front Office Coordinator

JOB SUMMARY
The Front Office Coordinator ensures a smooth and welcoming entry to the organization for all visitors to One22 Resource Center. This person is responsible for general reception duties and program support.

Hours: Full-time, 40 hours per week, in-person

Primary Duties & Responsibilities

Reception

- Responsible for opening and closing One22's main office to the public on a daily basis
- Answer and route all incoming phone calls to appropriate individuals/departments
- Provide a welcoming environment to clients entering One22
- Actively listen to clients and interact with empathy, compassion and effective communication; respect and protect client privacy/confidentiality
- Assist clients with applying or registering for One22 programs and services

Administration and Program Support

- Assist with maintaining accurate client databases
- Manage approved resource distribution to clients (i.e. rental assistance, gift cards, etc.)
- Organize and tidy client meeting rooms and manage room calendars
- Assist with basic correspondence, including processing outbound and inbound mail
- Provide support for in-person staff and board meetings and other special events, including set up, ordering refreshments and break down
- May assist with some special projects, including printing, assembling materials, correspondence and note taking
- Maintain common areas in a tidy and welcoming manner
- Organize and stock inventory for the satellite food cupboard in the office

Other Duties

- Attend regular staff meetings, as requested
- Participate in all-staff trainings to strengthen accessibility of service programs and trauma-informed organization approaches

Qualifications

Experience and Education

- Associate's or Bachelor's degree in a relevant field or one year experience in customer service, reception and/or administrative support role

- Salesforce skills preferred, enthusiasm to learn required

Skills and Characteristics

- Advanced Spanish and English proficiency required
- Emotional maturity and self-reliance
- Ability to work collaboratively with others and be a "team player"
- Proactive approach to problem solving
- Desire to learn and improve
- Ability to set personal and professional boundaries
- Creative and critical thinker
- Ability to prioritize tasks on hand and work well under pressure
- Excellent written and verbal communication skills; strong interpersonal skills
- Ability to lift up to 40 pounds
- Passion for One22's mission and core values
- Positive disposition
- Flexible, with a growth-mindset

Supervision

The Front Office Coordinator reports to the Associate Director of Operations.

Benefits

Health, vision and dental insurance, 401(k) with company match, monthly housing/wellness stipend, PTO, professional development opportunities

To apply, please submit a resume and cover letter to Kiersten@one22jh.org.