

## HOUSE OF HOPE JOB DESCRIPTION

### JOB TITLE: PROJECT HOPE ASSISTANT/RECEPTIONIST

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**STATUS:** Non-Exempt, Full-Time

**LOCATION:** House of Hope, Stuart, FL

**REPORTS TO:** Project HOPE Program Manager

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**JOB SUMMARY:** Provide administrative assistance to Project HOPE program staff (assist with initial screening and intake of Project HOPE program clients, collect and input Project HOPE program data into the House of Hope system), and provide general office administrative assistance as needed. Responsible for answering and routing all of House of Hope's incoming calls and greeting clients and visitors. Fluency in both English and Spanish is required.

#### **DUTIES AND RESPONSIBILITIES:**

1. Greet clients and other members of the general public who enter the office.
2. Program and maintain the House of Hope phone system.
3. Answer telephones, take messages and route calls efficiently to the appropriate individual or department.
4. Provide callers with House of Hope information, e.g., address, directions, fax number and website.
5. Provide House of Hope Clients and the general public with information and referral to other community services and resources.
6. Sort and distribute incoming faxes to appropriate individual or department.
7. Provide general administrative office support to Project HOPE program staff including a variety of clerical activities and related tasks.
8. Assist with the initial screening and intake of Project HOPE program clients.
9. Assist with the collection and input of Project HOPE program data into the system.
10. Screen clients and issue vouchers for 4C's (Caring Children Clothing Children).
11. Assist with the creation and maintenance of Project HOPE client files.
12. Assist with clerical tasks including the preparation of memos, correspondence, reports and other documents, photocopying, faxing, filing and collating.
13. Act as an ambassador of the House of Hope and ensure the highest quality services to our customers, clients and supporters.
14. Participate in disaster- or emergency-related duties, as needed.
15. Provide support to fellow department team members, as well as outside departments, as needed.
16. Perform all duties in conformance with appropriate safety and security standards.
17. Attend training, as requested.
18. Perform other duties as assigned by supervisor.

## **QUALIFICATIONS:**

### **1. EDUCATION/EXPERIENCE:**

High school diploma or GED equivalent and three years relevant experience.

### **2. KNOWLEDGE, SKILLS AND ABILITIES:**

- A. Strong organizational, verbal and written communication skills. Ability to communicate effectively with clients, donors, volunteers, co-workers and board members.
- B. Knowledge of community social services and resources.
- C. Must be bi-lingual (English and Spanish).
- D. Must be punctual and demonstrate excellent phone etiquette.
- E. Ability to multi-task and work independently with a minimum of supervision.
- F. Ability to exercise good judgment and discretion. Maintain confidentiality of clients, donors, co-workers and agency.
- G. Knowledge about the operation of general office equipment, standard computer-based programs and applications, including Microsoft Office.
- H. Understanding of a multi-line telephone system.
- I. Ability to maintain clean, well-groomed appearance and dress appropriately for the position.
- J. Compliance with House of Hope policies and procedures.

### **3. PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to read, sit, talk, hear, stand, walk, use hands to handle or feel objects, tools, or controls and reach with hands and arms.

The employee may occasionally need to lift and/or move up to 10 pounds. Specific vision abilities required by this job include close and distance vision.

### **4. ENVIRONMENTAL REQUIREMENTS:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.