



Job Description

Front Desk Representative

Passport to Self-Sufficiency™

Front Desk Representative Essential Role

The essential role of the Front Desk Representative is to greet and welcome those entering, exiting or calling the Peggy’s Place Emergency Shelter. The FDR also performs light clerical and security duties and provides guidance and direction to visitors and families navigating the facility.

This includes:

- Taking each person’s temperature upon entering the building
- Performing light security check of those entering the building
- Monitoring close circuit cameras
- Maintaining a clean stocked work area (pens, forms, paper, etc.)
- Answering questions and addressing minor complaints
- Fielding incoming calls and messages
- Directing people that enter the building
- Receiving and distributing letters, packages, etc.

Base Requirements:

- High School Completion
- 2-3 years of experience in service sector
- Proficiency in basic computer skills
- Very good verbal and writing skills (Communication)
- Proficient in Microsoft Office
- Willing to learn software platform if needed
- Able to learn phone system
- Current TB and COVID-19 test

Who We Are

The Passport to Self-Sufficiency™ (PTS) is COTS’ Theory of Change for creating opportunities for families to succeed using a two-generation approach. Short to Long term relationship building through coaching across 5 key domains: **Family Stability, Economic Empowerment, Health and Well-Being, Education, Employment/Career**—along with curated partnership sit at the center of our engagement model and intervention strategy.

Our Values

- Integrity
- Human Dignity
- Impact
- Service
- Collaboration
- Generosity of Spirit

Our Mission

Create and facilitate opportunities that empower families in poverty to collaborate, thrive, and succeed in building strong households, neighborhoods and communities.

Our Purpose

To assist families in reaching their housing, economic, health, education, and career goals as they overcome homelessness and break the cycle of poverty for themselves, their next generation, and beyond.

Our Vision

A perpetual cycle of thriving families and the absence of generational poverty

Essential Duties

Success Measures and Evaluation

Program Participant-Facing

- Exhibiting a friendly attitude that engages program participants (clients)
- Assisting and directing the participants when needed

Network and Community-Facing:

- Represent the agency to key stakeholders and partners in the community
- Steward relationships vendors and partners

Agency and Team-Facing:

- Collaborate with internal teams to share information regarding scheduled events and opportunities
- Ability to work collaboratively with team members
- Foster a positive, effective work environment

Additional Requirements

- Flexible work hours (one of two shifts)
- Time management and organization skills
- Interpersonal skills sufficient to establish and maintain effective communication with residents, vendors/suppliers, and colleagues.

Other duties as deemed necessary

- Behaviors in alignment with the goals, mission, purpose, and values of the organization
- Visitors, staff, and participants feel welcomed and assisted upon entering and leaving the building
- Knowledge of programs and services; ability to field questions and provide accurate information
- Well informed of activities and events; able to share information with participants
- Stewardship of volunteers, donations, partners

Reports To: Emergency Shelter Director

EEO Category: Part Time **FLSA Status:** non-exempt

Name: _____

Signature: _____ Date: _____