**SUMMARY:** The Front Office Coordinator provides general office support with a variety of clerical activities and related tasks. She/he is responsible to oversee the organizations administrative office and to assure that all incoming and outgoing communications run smoothly, all supply purchasing is coordinated, all administrative clerical functions run efficiently.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** Core duties and responsibilities include the following. Other duties may be assigned.

* Ensures assigned front desk staff welcomes visitors by a warm greeting (in person or on the telephone), directing and announcing them appropriately.
* Ensures assigned front desk staff greets and directs all visitors and clients who arrive at TPC premises.
* Performs clerical receptionist duties such as filing, photocopying, collating, faxing, data entry, answering phones, e-mailing, scanning, etc. as needed to support the administrative functions like HR, Accounting, Administration, Eat Well Center, and Thrift Store support.
* Ensures up to date employee and department directories.
* Ensures client’s inquiries are answered in a timely and accurate way.
* Responsible for HIPAA and data security at the lobby by following procedures.
* Monitoring the process of maintaining repairs logbook; issuing visitor badges; sign-in sheet for lockers/keys.
* Coordinates ordering and maintains inventory of office supplies for all departments.
* Coordinates receiving and sorting daily mail/deliveries/couriers and direct to correct administrative staff.
* Ensures all donations are entered into donor community database.
* Coordinates the function of thrift store dispatcher, scheduling all thrift store pickups and deliveries.
* Sends certificates of liability to condominium associations for donations pickups.
* Answering, screening, forwarding and directing incoming phone calls by connect them to appropriate personnel while providing basic information when needed.
* Creates or arranges for signage for thrift store and Eat Well Center (food pantry).
* Coordinates when needed, Faxes and copies all forms for organization.
* Completes, files and stores tax receipts for all donations.
* Types office documents as required.
* Maintains safe and clean reception area by complying with procedures, rules, and regulations.
* Update appointment diaries and logbooks for scheduling appointments for the right dates.
* Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
* Contributes to team effort by accomplishing related results as needed.
* Additional duties and assignments as needed.

**SUPERVISORY RESPONSIBILITIES:** This job is responsible for the front desk staffing.

**COMPETENCIES:** To perform the job successfully, an individual should demonstrate the following competencies:

**Customer Service** - Manages difficult or emotional customer situations; responds promptly to customer needs; responds to requests for service and assistance; meets commitments.

**Interpersonal Skills** - Focuses on solving conflict, not blaming; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

**Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.

**Written Communication** - Writes clearly and informatively; able to read and interpret written information.

**Diversity** - Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

**Ethics -** Treats people with respect; Keeps commitments.

**Motivation -** Sets and achieves challenging goals; measures self against standard of excellence.

**Planning/Organizing** - Prioritizes and plans work activities; uses time efficiently; plans for additional resources.

**Professionalism -** Approaches others in a tactful manner; reacts well under pressure.

**Quality -** Demonstrates accuracy and thoroughness; monitors own work to ensure quality.

**Quantity -** Completes work in timely manner; works quickly.

**Safety and Security** - Observes safety and security procedures; follows all driving rules, regulations and laws; reports potentially unsafe conditions; uses equipment and materials properly.

**Adaptability** - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

**Attendance/Punctuality -** Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

**Dependability -** Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; completes tasks on time or notifies appropriate person with an alternate plan.

**Coordination of Activities –** Easily organizes complex tasks, utilizes tools at his/her disposal to accomplish work. Creates efficiencies in the operations of the front desk and communications.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION AND/OR EXPERIENCE:** Associateddegree is required; Bachelor’s degree in Business Administration or in Administration or related field is highly preferred; telephone skills, verbal communication, Microsoft Office skills, listening, professionalism, customer relations focus, proven working experience in front office receptionist responsibilities.

**LANGUAGE SKILLS:** Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization. Bi-Lingual (Español/English and/or Haitian-Creole/English) Highly Preferred.

**MATHEMATICAL SKILLS:** Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

**REASONING ABILITY:** Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**COMPUTER SKILLS:** To perform this job successfully, an individual should be proficient with MS Office (Excel, Power Point, Word), Internet software; outlook; Online access to ADP (HR and payroll).

**PHYSICAL DEMANDS:** 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 occasionally required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee must occasionally lift and /or move up to 10 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**WORK ENVIRONMENT:** 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.

While performing the duties of this job, the employee is regularly exposed to fumes or airborne particles; toxic or caustic chemicals and risk of electrical shock. The employee is frequently exposed to risk of radiation and vibration. The employee is occasionally exposed to wet and/or humid conditions (non-weather); working near moving mechanical parts; outdoor weather conditions; extreme cold (non-weather) and extreme heat (non-weather).

The noise level in the work environment is usually moderate.

Approved by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: 02.09.2019

Thomas S Pietrogallo, MSW/LCSW, MBA

Chief Executive Officer

Acknowledges Receipt: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature

Employee Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_