

Catholic Charities
Diocese of St. Petersburg, Inc.

Employment Opportunity Posting

Date: 7/07/2023

Position Title: Front Desk / Site Support

Supervisor: Shelter Coordinator

Program: Tampa Hope

Location: Tampa, FL

Work Schedule: Thurs 12am-8am, Sat and Sunday 8am-4pm

Job Classification: Full-Time Nonexempt

Pay Rate: \$16.00

Starting Date: ASAP

Description: The Front Desk Clerk/Site Support helps with daily program needs at the Front Desk and throughout the Pinellas Hope Shelter grounds. Resolve problems, handle complaints, make effective decisions, receive donations, process mail; communicate with clients, volunteers, vendors, and donors. Responsible for walking the site regularly and reporting to supervisor any irregularities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Greet clients and other visitors to the program site and direct them to the appropriate staff
- Ensure that all visitors show identification, sign in and are provided with a name badge
- Answer the telephone and forward calls and messages to appropriate staff, volunteers or clients
- Receive and distribute mail to program staff members and clients
- Transport clients to and from appointments and/or activities.
- Keeps timely and accurate records of agency-based transportation activities of all participants.
- Maintain clean agency vehicles and report any maintenance needs to the Facility Manager.
- Sees to the safe use of adult safety belts.
- Complies with the Agency Transportation Safety Plan
- Refer walk-ins to community agencies and resources
- Assist on intake days by providing new residents with crucial information and supplies
- Distribute and replace client wrist bands and supplies as needed
- Maintain log and record client volunteer hours
- Distribute bus passes as authorized and maintain a log with detailed information

- Receive donations, complete in-kind donation forms, and provide appropriate staff members with donations
- Provide feedback and updates to the Facility Manager and Program Manager on matters related to daily activities.
- Periodic walks through the site during assigned shift to monitor the ongoing activities of clients to ensure normal operations of the program.
- Report to supervisor in a timely manner any client activities that are not in accordance with the program rules and regulations.

OTHER RESPONSIBILITIES:

- Complies with all applicable training requirements.
- Complies with all company safety, personnel and operational policies and procedures.
- Complies with work schedule to ensure effective operations of Agency programs.
- Contributes positively as a member of a productive and cooperative team.
- Participates in Agency Performance Quality Improvement (/PQI) program and Accreditation/Reaccreditation process.
- Performs other duties as necessary to fulfill Catholic Charities Diocese of St Petersburg, Inc Mission.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Able to speak, write and understand English.
- Must be sensitive to and respect cultural diversity amongst clients, staff and volunteers and able to work with diverse racial, ethnic and economic groups.
- Flexible work schedule including evenings, nights, weekends and holidays.
- Ability to stand and/or walk for long periods of time.
- Ability to set appropriate limits, work under deadlines and multi-task.
- Ability to organize, prioritize, self motivate, and deliver results.
- Excellent communication and listening skills.
- Possess strong work ethics.
- Successfully pass a FDLE Level II background screening.
- Valid Florida driver's license, ability to drive van or bus and have reliable transportation.
- Mission driven attitude supplemented with integrity and passion.
- Adherence to the highest ethical standards, personally and professionally.
- A high level of openness and willingness to receive feedback/suggestions from superiors and others, and to learn new skills to improve job performance.
- Evidence of deep alignment with Catholic Charities Diocese of St Petersburg, Inc Mission and Values.
- Will make a Commitment to serve all people with Respect, Compassion, and Cooperation in the spirit of a unifying God.

EDUCATION & EXPERIENCE:

- A minimum of a High School Diploma or GED from an institution accredited by the Department of Education.
- At least two years of office experience in customer service or social services related field

- Experience transporting adults.

Apply to: **cmartinez@ccdosp.org**

To be considered for this position, applications must be received by **12/17/2020**

It is the policy of Catholic Charities to make every effort to fill position vacancies from within our organization. The Agency may also conduct simultaneous searches for job candidates outside of Catholic Charities while the vacant position is posted in order to find the most qualified candidate for the position. Catholic Charities is an Equal Opportunity Employer that values the strength diversity brings to the workplace. EEO/AA/ADA Employer.

Catholic Charities participates in the US E-Verify program.