

Site Support / Front Desk (Homeless Shelter not office setting)(Part-Time)

5726 126th Ave N, Clearwater, FL 33760

Pinellas Hope

Position Title: Site Support / Front Desk

Supervisor: Program Coordinator

Program: Pinellas Hope I

Location: Clearwater, FL

Work Schedule: Varied Days, Evenings, and Weekends

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:

- 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.
- 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.

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.

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.

Job Type: Part-time

Salary: \$16.00 per hour

Benefits:

- Employee assistance program
- Paid time off
- Retirement plan

Schedule:

- 8 hour shift
- Day shift
- Evening shift
- Holidays
- Night shift
- Overnight shift
- Weekend availability

Education:

- High school or equivalent (Preferred)

Experience:

- Customer Service and/or Social Services: 2 years (Required)
- Residential/ Shelter Programs: 1 year (Required)

License/Certification:

- Driver's License (Required)

Shift availability:

- Night Shift (Required)
- Overnight Shift (Required)
- Day Shift (Preferred)

Work Location: In person