



Front Desk Clerk Job Description

Starting Salary: \$15.50/hourly

Summary of Organization

St. Francis Friends of the Poor (SFFP) provides permanent and affordable housing with onsite supportive services for adults living with a chronic mental illness. Our goal is to help this fragile population live in the community with dignity and respect. Within three Supported Single Room Occupancy Residences (Supported SRO's) located in mid-town Manhattan, residents receive assistance with their mental, physical, and social needs from a team of caring professionals.

Summary of Position

The primary role of the Front Desk Clerk at St. Francis Friends of the Poor, Inc. is to ensure a safe and secure environment for tenants and guests.

This position can be full-time, part-time or on-call based on the scheduled shift(s) and reports directly to the Building Manager.

Status: Full-time; regular; non-exempt

Primary Duties & Responsibilities

- *Greets arriving tenants and guests.*
- *Screens guests and signs them into the facility, as required.*
- *Answers the phone, taking messages or redirecting calls, as appropriate.*
- *Reports and records tenant and building emergencies, as directed.*
- *Secures premises and stakeholders by conducting safety patrols (rounds) throughout the facility, inspecting building, equipment, systems, and access points.*
- *Receives, sorts, and distributes incoming mail and packages.*
- *Cleans lounge and first floor common areas, removes garbage, and restocks toilet tissue, as needed.*
- *Distributes pre-packaged medication & money to tenants, as requested.*

Qualifications

Education & Experience

- *High School diploma or equivalent (such as a G.E.D); or at least one year's related experience and/or training.*
- *A deep commitment to service and enthusiasm for the organization's mission and activities.*
- *Strong written and verbal communication skills.*
- *Familiarity with the St Francis Friends of the Poor, Inc., or comparable non-profit organization.*
- *Databases*
- *E-mail (MS Outlook)*

Personal Characteristics

- *Behave Ethically: Understand ethical behavior and business practices and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization.*
- *Build Relationships: Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.*
- *Communicate Effectively: Speak, listen, and write in a clear, thorough, and timely manner using appropriate and effective communication tools and techniques.*
- *Creativity/Innovation: Develop new and unique ways to improve operations of the organization and to create new opportunities.*
- *Focus on Stakeholder Needs: Anticipate, understand, and respond to the needs of internal and external stakeholders to meet or exceed their expectations within the organizational parameters.*
- *Foster Teamwork: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.*
- *Lead: Positively influence others to achieve results that are in the best interest of the organization.*
- *Make Decisions: Assess situations to determine the importance, urgency, and risks, and make clear decisions which are timely and in the best interests of the organization.*
- *Organize: Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information, and activities.*
- *Plan: Determine strategies to move the organization forward, set goals, create, and implement actions plans and evaluate the process and results.*
- *Solve Problems: Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.*
- *Safety and Security: Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.*
- *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.*

St. Francis Friends of the Poor, Inc. is an equal opportunity employer that is committed to inclusion and diversity. We take affirmative action to ensure equal opportunity for all applicants without regard to age, color, disability, gender identity, national origin, race, religion, sex, sexual orientation, Veteran status, or other legally protected characteristics.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.