

Catholic Charities
Diocese of St. Petersburg, Inc.

Employment Opportunity Posting

Date: 09/17/2024

Position Title: Front Desk/Site Support

Supervisor: Shelter Coordinator

Program: Tampa Hope

Location: Tampa, FL

Work Schedule: Various

Job Classification: Full Time Nonexempt

Pay Rate: \$17.50

Starting Date: ASAP

SUMMARY:

This is a highly visible and responsible position, which demands an exceptional level of patience and professionalism in dealing with the public, the ability to work effectively in a demanding and fast-paced environment and the ability to prioritize and effectively execute concurrent responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- other visitors to the program site and direct them to the appropriate staff.
- Responsible for giving information and assuring that visitors that are going inside the camp sign a log in form, gives a visitor badge.
- Responsible for answering the telephone and forward calls to appropriate staff or volunteers.
- Responsible for answering the telephone and take messages for clients and distribute them accordingly.
- Responsible for receiving and distributing mail to program staff members and clients.
- Responsible for handling and distributing facility keys for trailers, bathrooms, vehicles, go kart, bicycle lock, kitchen, and company cars.
- Responsible for transporting clients as necessary.
- Responsible for referring walk-ins who need help that is not associated to the nature of the program to community agencies and resources, including walks –ins seeking emergency assistance (food, clothing, etc)
- Responsible for assisting Case Managers and Facility Managers on intake days, informing new clients on the intake process and provide them with forms that need to be completed

- Responsible for distributing wrist bands to new clients and replaced the ones that need to be change.
- Responsible for providing new clients with a welcoming kit that includes hygiene essentials.
- Responsible for distributing to clients in as need bases towels, laundry detergent, Clorox, and hygiene products.
- Responsible for keeping control and recording in a log in form, the hours that clients volunteer in camp shores and activities.
- Responsible for distributing emergency bus passes as well as passes authorized by case managers and maintains an updated log in with the detail information of the passes given.
- Responsible for receiving donations, completes in-kind donation form and gives donations received to the appropriate program staff member.
- Responsible for providing feedback to the Facility Manager or Case Managers on matters related to the daily day activities of program regarding clients, volunteers or visitors issues.

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 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.

ADDITIONAL KNOWLEDGE, SKILLS AND ABILITIES:

- Must possess excellent customer services skills
- Ability to work in a fast pace work environment

- Ability to handle correctly interpersonal conflicts between others
- Must Possess experience transporting adults
- Must Possess knowledge on road and safety regulations

EDUCATION AND EXPERIENCE:

- A minimum of a High School Diploma or equivalent.
- At least two years of office experience in customer service or social services related field.

PHYSICAL DEMANDS: These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions of job. Working in an office/site requires prolonged sitting at the computer workstation; standing, bending, reaching, lifting up to 40lbs. and some driving. Requires manual dexterity sufficient to operate standard office machines such as computers, fax machines, calculators, telephones, and other office equipment. It is also required to regularly sit, speak, and listen, the employee is also required to walk, use hands and fingers to type, operate equipment, and maintain records and notes. Specific vision abilities required include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

To be considered for employment please apply to cmartinez@ccdosp.org

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.