



Job Description

TITLE:	First Impression Associate - CFH
DEPARTMENT:	Comprehensive Flex Housing/Administration
REPORTS TO:	Director of CFH and Director of Administration
STATUS:	Full Time

The First Impression Associate helps to ensure a positive experience for all who enter the DOORWAYS Jefferson Campus. The First impression Associate has daily interaction with agency staff, guests and clients participating in multiple programs of DOORWAYS. This position works especially closely with the Comprehensive Flex Housing Program staff and residents and will have responsibilities in both the administrative and residential areas of the campus.

DAY TO DAY JOB DUTIES AND RESPONSIBILITIES:

- Welcome clients, board members, residents and other outside stakeholders as they arrive, and provide assistance in getting them to their proper destination in a professional/friendly manner.
- Answer phone calls throughout the day and direct caller to correct department or staff member.
- Assist with processing department's incoming mail and distribute as necessary.
- Act as gatekeeper of the organization and ensure guests enter only when appropriate.
- Help agency leadership with various administrative tasks when needs arise. This may include stuffing envelopes, composing and mailing letters, putting together information packets, and conducting preliminary online research for various initiatives.
- Arrange transportation when needed for CFH clients.
- Input maintenance requests and follow up to ensure requests are responded to in timely manner.
- Oversee Sign In/Out log and ensure residents and guests enter and depart the building properly and follow agency protocols.
- Follow established fire safety policies and procedures and assist with residents exiting the building whenever emergencies or drills occur.
- Maintain confidentiality of all resident information and uphold resident rights at all times.
- Assist in keeping the in-take meeting rooms, conference rooms and other meeting rooms and classroom spaces set up, tidy and ready for next users.
- Assist in the safety and sanitation of Welcome Center and CFH communal areas and meeting spaces
 - Perform a variety of cleaning activities such as sweeping, mopping and dusting.
 - Ensure that the welcome center, CFH community areas, client restroom, meeting spaces, classroom and food pantry are cared for and inspected according to standards.



- Check stocking levels of all consumables and replace when appropriate and keep supervisor informed of supply needs
 - Assist with clean up for administration area if there is a need that cannot wait for the evening cleaning crew
- Cross-train with other administrative positions to ensure tasks are covered if/when someone is out of the office.

WORKING CONDITIONS:

- Sits, stands, bends, lifts, and moves intermittently during working hours.
- Must be able to lift, push, pull and move equipment, supplies, etc. in excess of twenty (20) pounds throughout the workday.
- Is subject to frequent interruptions and encounters with possible hostile and emotionally upset residents and family members.
- Is involved with residents, personnel, visitors, government agencies/personnel, etc., under all conditions and circumstances.

REQUIREMENTS:**EDUCATION & EXPERIENCE**

- Applicant should have completed high school or received their GED. Work experience in place of a degree will be considered.
- Exceptional multi-tasking abilities with the capacity to juggle numerous interruptions and prioritize as needed.
- High familiarity and experience with Microsoft Office.
- Reliable transportation needed to run errand is preferred.
- Desire to work with and around individuals of various socioeconomic backgrounds.
- Personal commitment to the complex issues of people living with and affected by HIV/AIDS and Behavioral Health issues.

This job description is illustrative only and is not meant to encompass all possible duties the First Impression Associate may be called upon to perform or all conditions that an employee may encounter during the course and scope of employment. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is a logical assignment to the position.