



## **Job Description**

**TITLE:** First Impression Associate

**DEPARTMENT:** Cooper House

**REPORTS TO:** Administrator

**STATUS:** Full Time

### **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 staffer.
- Process department's incoming mail and distribute as necessary.
- Act as gatekeeper of the administrative office suite and ensure guests enter only when appropriate.
- Educate and help staff on all office equipment, while providing oversight of such equipment and notifying appropriate vendors when a repair is needed.
- 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 for residents going to doctor's appointments and guarantee residents are picked-up and returned without issue.
- Input maintenance requests and follow up to ensure requests are responded to in timely manner.
- Work with Administrator to develop agenda for all department staff meetings.
- Oversee Sign In/Out log and ensure residents depart building properly and follow agency protocols when resident's location becomes unknown.
- 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.
- 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.