



**JOB TITLE:** First Impression Associate  
**SCOPE:** Full-Time  
**SUPERVISION:** Director of Administration & Special Projects

**ORGANIZATION SPOTLIGHT:**

DOORWAYS, a nationally-known interfaith non-profit, empowers clients to overcome poverty, HIV, and homelessness by providing numerous supportive services that improve Housing, Health and Hope. As a bi-state agency with broad impact, we assist nearly 3,500 clients annually. On the heels of opening our innovative 3-acre \$40M Jefferson Ave. Campus, we are poised to expand our programming to improve service provision, while taking the organization to new heights.

**WHAT WE ARE LOOKING FOR:**

The ideal First Impression candidate will have strong customer service skills with the ability to multi-task, proactively respond to the needs of our clients and program care coordinators, a strong skill set with Microsoft Office Suite, and willingness to learn. The candidate must be organized, flexible, have great attention to detail, and be highly capable of meeting expectations. The successful candidate will pass a background check, drug test, and TB test.

**WHAT YOU RECEIVE:** The opportunity to work in a diverse environment with staff that exudes endless compassion. DOORWAYS is a fast-paced and jovial workplace that strives to eliminate obstacles for our clients. Benefits include highly competitive salary, health insurance, retirement savings and matching, paid time off, and more!

**MAJOR DUTIES AND RESPONSIBILITIES:**

- Welcome clients, board members, and other outside stakeholders as they arrive, and provide assistance in getting them to the appropriate department or staffer in a professional/friendly manner
- Process organization's incoming mail and distribute as necessary
- Receive rental payments, donations, and all other in-kind contributions, and process in accordance with organization's policies and procedures
- Oversee digital phone system and update staff directory as needed. Position requires handling heavy call volume at times and transferring to the appropriate party as needed
- Arrange and book all staff travel at or below government per diem rates
- Assist in the coordination and oversight of monthly staff meetings. This includes maintaining calendar of scheduled speakers and informal agenda
- Educate and help staff on all office equipment, while providing oversight of such equipment and notifying appropriate vendors when a repair is needed
- Help other departments with various administrative tasks when needs arise. This may include stuffing envelopes, mailing letters, putting together information packets, and conducting preliminary online research for various initiatives



### **WORKING CONDITIONS**

DOORWAYS' flexible schedule policy promotes a healthy work-life balance. Official office hours are 8:30 a.m. to 5:00 p.m., Monday through Friday.

### **QUALIFICATIONS**

- 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
- Highly proficient with Microsoft Office
- Reliable transportation needed to run errands
- 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

### **SPECIFIC REQUIREMENTS**

- Must be able to read, write and speak the English language well
- Must be able to follow written and oral instructions
- Must be able to multi-task in a fast paced, high-energy work environment
- Must be able to work well as a team member and also be a self-starter who is able to work independently
- Must have a positive attitude on a daily basis and work well under high pressure, short-term deadline situations
- Ability to maintain strict confidentiality

### **PHYSICAL REQUIREMENTS**

The First Impression candidate will do a large part of his/her work at a computer and must be able to spend extended periods of time sitting, typing, reading at a computer, and monitoring screens.



***ACKNOWLEDGMENT***

I have read the above job description and fully understand the requirements set forth therein. I hereby accept the position of First Impression Associate and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability.

This job description is illustrative only and is not meant to encompass all possible duties that an employee may be called upon to perform or all conditions that an employee may encounter during the course and scope of the employee's employment.

I further understand that my employment is at-will and thereby understand that my employment can be terminated at-will by the facility or myself and such termination can be made without notice.

\_\_\_\_\_

Date

\_\_\_\_\_

Signature

DOORWAYS provides equal employment and social service opportunities to all regardless of race, color, sex, national origin, ability, military service eligibility, veteran status, marital status, disability, gender, gender identity, gender expression, sexual orientation or any other category protected by law. We strongly encourage and seek applications from women, people of color, members of the LGBTQIA+ community, as well as individuals with prior contact with the criminal justice system. DOORWAYS complies with federal and state disability laws and makes reasonable accommodations for applicants and employees with disabilities.