



JOB TITLE: First Impressions Associate
SCOPE: Full-Time/Non-Exempt
SUPERVISION: Reports to the VP of Operations

ORGANIZATION SPOTLIGHT:

At DOORWAYS, our work has **purpose** and our **impact** is real. Join a team that is changing lives of individuals at the intersection of illness and poverty. We build hope through housing, healthcare, and empowerment services.

WHAT WE ARE LOOKING FOR:

We are looking for a warm, professional, and highly organized individual who understands the importance of creating a positive first impression for everyone who contacts or visits DOORWAYS. The ideal candidate is customer-service focused, compassionate, dependable, and able to balance multiple priorities in a fast-paced environment while maintaining attention to detail and confidentiality. This role requires someone who is comfortable using Microsoft 365 applications, communicating clearly with clients, residents, staff, vendors, and community partners, and responding proactively to daily operational needs. The successful candidate will be flexible, eager to learn, aligned with the DOORWAYS mission, and able to successfully complete 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 mission-driven, fast-paced workplace dedicated to removing barriers and improving the lives of the individuals we serve. Benefits include highly competitive salary, health insurance, retirement savings and matching, mileage reimbursement, paid time off, and more!

MAJOR DUTIES AND RESPONSIBILITIES

- Provide a welcoming, professional, and responsive first point of contact for all callers, visitors, residents, vendors, and community partners.
- 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 and courteous manner.
- Answer phone calls throughout the day and direct callers to the appropriate department or staff member.
- Process incoming agency mail and distribute as necessary.
- Monitor visitor access procedures and support building safety and security protocols.



- Act as gatekeeper of the administrative office suite and ensure guests enter only when appropriate.
- Assist with meeting preparation, visitor hospitality, conference room readiness, and special events as assigned.
- Provide basic support and troubleshooting for office equipment and coordinate service requests with vendors or the IT department when needed.
- Assist 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 attending medical and other approved appointments and assist in coordinating transportation-related communication as needed.
- Input maintenance requests and follow up to ensure requests are responded to in a timely manner.
- Maintain a clean, organized, and welcoming reception and waiting area throughout the day.
- Oversee resident and visitor sign-in/out logs and ensure residents depart the building appropriately while following agency protocols when a 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.

QUALIFICATIONS

EDUCATION, EXPERIENCE, AND ABILITIES

- High school diploma or GED strongly preferred. Relevant work experience in lieu of a degree may be considered.
- Ability to organize work, prioritize tasks, and manage multiple assignments effectively with minimal supervision.
- Proficiency in Microsoft 365 applications including Outlook, Word, Excel, Teams, and other agency software systems.
- Reliable transportation may be required for occasional agency-related errands.
- Ability to work respectfully and effectively with individuals from diverse socioeconomic backgrounds.



- Knowledge of, or ability to develop an understanding of, issues related to HIV/AIDS, homelessness, mental health, substance use, and poverty.

SPECIFIC REQUIREMENTS

- Ability to communicate effectively in English, including reading, writing, and speaking, to perform essential job functions.
- Ability to understand and carry out written and verbal instructions.
- Ability to manage multiple tasks in a fast-paced work environment.
- Ability to work collaboratively as part of a team, as well as independently when required.
- Ability to maintain a professional, positive demeanor and perform effectively in time-sensitive or high-pressure situations.
- Ability to maintain strict confidentiality.

PHYSICAL REQUIREMENTS

- Ability to perform computer-based work for extended periods of time, including reading and entering information, with or without reasonable accommodation.
- Ability to move throughout the facility to engage with staff and program participants, with or without reasonable accommodation.

WORKING CONDITIONS

- Works in a climate-controlled and well-lighted environment with a smoke-free policy.

All qualified applicants will receive consideration for employment without regard to race, creed, sex, sexual orientation, color, age, disability status or national origin.