



## Office Receptionist Job Description

**Reports to:** Operations Director

**Hours:** 20-25

**Compensation:** \$10/hour

### Job Summary

The office receptionist is the welcoming presence and “face” of Kingdom Causes Bellflower and Our Place Housing Solutions to everyone who calls or comes into the office. The receptionist will handle basic intake procedures for potential new clients, maintain and update information on referral resources, and assist everyone who comes in. The receptionist will assist with the daily administrative tasks of Kingdom Causes Bellflower and Our Place Housing Solutions, ensuring that the office runs smoothly and that both organizations are supported as they strive to fulfill their visions and mission in the city of Bellflower and beyond.

### Responsibilities

- Oversee general functioning of the office, including answering phones and receiving guests.
- Warmly welcome neighbors, compassionately listen to their stories, and look for solutions to help meet their needs.
- Maintain and update resource handbooks as needed
- Provide resources and referrals to those seeking food, employment, health, drug treatment, shelter, etc.
- Complete basic intake processes for neighbors
- Assist KCB/OPHS staff with administrative tasks (faxing, filing, mailing, etc)
- Communicate KCB and OPHS programs and services clearly to the public
- Attend and participate in staff meetings and other events as needed
- Achieve an understanding of KCB and OPHS’ vision, mission, strategic focus areas, and various program
- Ensure that office spaces and bathrooms are clean and stocked with supplies
- Perform other tasks as assigned

### Qualifications

- Sensitive, compassionate and positive; ability to interact with a variety of people in a kind and appropriate manner
- Dedicated to the mission and vision of KCB and OPHS
- Bi-lingual in Spanish required
- Ability to deescalate difficult situations and maintain professional boundaries
- Ability to be flexible and deal with changing priorities
- Ability to manage a busy office environment; balance phone calls with walk-in clients.
- Ability to handle confidential information with discretion
- The ability work as part of a team
- Proficient in English

**Posted: January 6, 2016**

**Open Until Filled**

To apply, send resume to [humanresources@kcbellflower.org](mailto:humanresources@kcbellflower.org) or bring to 16429 Bellflower Blvd. Bellflower, 90706

*OPHS and KCB are committed to non-discrimination and equal opportunity in employment.*