

HOMELESS ALLIANCE

Job Description

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| Job Title: Resident Assistant | | Department: SRO | |
| Reports to (title): Program Manager | | Date: | |
| Job Code: Reception | Type of position: <input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time <input type="checkbox"/> Intern | FLSA: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt | Position Details: <input checked="" type="checkbox"/> Individual Contributor <input type="checkbox"/> Supervisor/Manager (direct reports) |
| WC Code: | | | |

JOB SUMMARY

The Resident Assistant role carries a primary responsibility of establishing welcoming and professional first impressions for WestTown SROs tenants and visitors. The successful incumbent will have a friendly and outgoing personality, understand the nature of communication appropriate to the visitor, be detail oriented, and enjoy helping others. Additional areas of responsibility include, but are not limited to, maintain security of the building, administering telephone system, providing light administrative assistance to the Program Manager.

RESPONSIBILITIES

- Serves all SRO visitors by greeting, welcoming and directing them appropriately; notifies tenant of visitor arrival.
- Ensures that the SRO's door is open, and the reception area and telephones covered during scheduled shift.
- Answers, assesses and routes all incoming calls, maintaining a professional and courteous demeanor at all times.
- Remains alert and sensitive to needs of tenants who are in need of assistance.
- Crisis intervention as needed with tenants.
- Overseeing chores and routines of tenants.
- Maintains security of building and campus by following Homeless Alliance safety and security procedures.
- Maintains reception area in neat and orderly condition at all times.
- Assist with data entry as needed.
- Communicate and enforce tenant rules and regulations.
- Keep program Manager informed of any critical incidents and maintenance issues.
- Receive mail and sorts and distribute as needed.
- Perform other office and clerical tasks as needed.

REQUIREMENTS

- Must possess excellent oral skills.
- Must have the ability to excel in a diverse, collaborative team environment.
- Must have strong organization skills and have the ability to be flexible.
- Knowledge of telephone and business machine operations; skilled in the use of personal computers and related software.
- Must have a high level of interpersonal skills to handle sensitive and confidential Homeless Alliance, client, donor, and employee information and situations.
- Must be able to multi-task and remain calm in demanding and unpredictable situations.
- Must possess ability to understand various Homeless Alliance operations and procedures.
- Must be able to maintain a professional, customer service-oriented attitude at all times.
- Ability to meet face-to-face with a diverse clientele; able to develop rapport, provide information, and refer with sensitivity to cultural issues.
- Ability to work and communicate with staff, clients and their families, donors, vendors, community agencies, etc. to meet their needs in a polite, courteous and cooperative manner, yet appropriate assertive as situation may demand.

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- Must display a high level of initiative, effort and commitment towards completing assignments efficiently.
- Ability to work with minimum supervision and demonstrate attention to detail.

EDUCATION & WORK EXPERIENCE

- Minimum of a High School diploma or GED required.
- Experience working with homeless people as well as those with mental illness preferred
- Adult First Aid, CPR certificates and CAPE (Creating a Positive Environment) training a plus

PHYSICAL REQUIREMENTS

While performing duties of this job, the employee is regularly required to sit and work at a computer and telephone system for long periods of time in an office environment; may occasionally lift/move weight up to 25lbs. Employee is also required to accept incoming calls and must be able to hear and speak. Must have visual acuity to read and draft reports, memos, letters, etc. Specific vision abilities required by this job include vision adequate for the incumbent perform the responsibilities and functions of the job efficiently. Must have the manual dexterity to manually operate and use a computer. The noise level is quiet to moderate; non-smoking environment.

Work Environment

The employee will work in an office and public, service-delivery environment. Hectic situations can occur in the public area of the facility characteristic to working with the homeless community and the related concerns and situations related to homeless conditions. Potential exists for volatile and unpredictable situations to occur. May experience exposure to strong odors such as soiled clothes and poor hygiene, are common.

The qualifications, physical demands, and work environment described herein are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

The above noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to give the associate a general sense of the responsibilities and expectations of his/her position. As the nature of business demands change, so, too, may the essential functions of this position.

Hours: Varied- part-time evenings, night, and weekend shifts available. Compensation: \$10 an hour

Please send resume and cover letter to Jennifer Beach, WestTown Apartments Program Manager, at jbeach@homelessalliance.org