Job Title: Program Support (Front Desk)
Department: Homeownership Program
Reports To: Homeownership Supervisor
FLSA Status: Non-Exempt
Status: Full-Time
Location: One opening in our S. East Office at 9010 S. Commercial Road, Chicago 60617

Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

Job Summary:

The Program Support (front desk) will welcome current and potential clients to SCH Homeownership Programs. The person in this position will provide overall assistance by pre-screening clients for all services needed, view HCO record to assure the correct service is provided and direct clients to the appropriate counselor or support staff. The Program Support (front desk) will be responsible for directing and ensuring all incoming calls are forwarded to the correct department/person and receive the attention they require. Additional duties include maintaining the front desk clean and organized at all times.

Responsibilities:

- Greet and direct all walk-in clients at reception desk.
- Pre-screen clients for appropriate service by assessing their needs and gathering appropriate documents needed for specific program, and verifying information in HCO.
- Complete initial intake procedures and application process for programs as needed.
- Monitor client record in HCO for appointment date and time and assigned counselor.
- Assist with data entry into HCO for all activities and services.
- Manage sign in log of appointment times and walk-in appointment for Program Support and Homeownership Counselor to assure equal distribution.
- Answers phone calls and inquires for clients seeking assistance by researching the current status.
- Check voice message several times a day and writing detailed messages and provide to the appropriate person when needed.
- Call clients at least a day before to remind them of their appointments and go over what documents need to be brought to appointment.
• Works closely with Homeownership Counselors and SCH Coordinators to assure process is complete in a timely manner.
• Provides all clients additional SCH approved community resources that can be of assistance.
• Maintain SCH and client files in organized, confidential and current manner.
• Maintain a neat, organized and food free front desk and waiting room.
• Responsible for e-fax and distribution to appropriate person.
• Preparing of bulk mailings/printing of labels.
• Distributing incoming mail to only Office Manager.
• Provide coverage, client services and programmatic assistance when need be in accordance with SCH goals and outcomes.
• Complete CEDA applications during peak season.
• Adheres to HUD guidelines, National Industry Standards and program policies and procedures; completes administrative tasks correctly and timely; supports organizations mission, goals and values.
• Assists Homeownership Counselors and Coordinators prepare material and supplies for workshops.
• Observes safety and security procedures and reports safety concerns to Office Manager/Supervisor.
• Maintains required job skills and core professional competencies. Attends and participates in required educational programs and staff meetings.
• Uses equipment and materials properly.
• Promotes other services and workshops offered by SCH.
• Other general office duties assigned.

Qualifications:

• GED or High School Diploma plus previous one year experience working as Program Support (front desk) or receptionist in customer service.
• Demonstrate effective customer service and communication skills.
• Able to handle high volume and constant number of calls.
• Computer literate and technologically proficient in standard word processing, spreadsheet and data base software applications, web research.
• Proficiency in Microsoft Office Suite (Excel, Word, Power Point)
• Highly organized and motivated
• Excellent written and verbal communication skills
• Must have friendly, patient and professional phone manner at all times.
• Staff members are expected to present a professional, businesslike image to all clients, visitors, and the public.
• Business attire required.
• Interest in community development, housing issues, organizational development and communications
• Bilingual (Spanish & English) required.
• Mandatory participation of Saturday events hosted by or employer and/or affiliates of sponsoring agencies.
• Must be dependable, dedicated and flexible in regards to working some evening and/or weekend hours.
• 40 hours: 3 days 9:00am-5:00 pm and 2 days 11am-7:00 pm Monday through Friday
• Reliable Transportation.

Compensation:

Compensation is $13.00 an hour. Excellent compensation package; affordable health insurance, dental, and life; employer-matching 401K contribution; and opportunities for professional development.

Physical Demands:

Update 8/22/2016
The physical demands described here are representative of those that must be met by an employee 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 employee must occasionally lift and/or move up to 30 pounds. While performing the duties of this job, the employee is regularly required to use hands and talk or hear. The employee is frequently required to stand; walk; sit; reach with hands and arms balance, stoop, kneel or crouch.

Spanish Coalition for Housing provides equal employment opportunities (EEO) to all employees and applicants for employment with regard to race, color, religion, sex, national origin, age, disability or genetics.

To Apply:

Submit cover letter, resume, and three professional references to:

Jennifer Singletary via email to jsingletary@sc4housing.org.

Please put your last name, first name in the Re: subject line and also indicate where you learned of the open position in your email. Position begins immediately. No phone calls please.