



Job Title: Receptionist
Reports To: Program Manager
FLSA Status: Non-Exempt
Status: Full-Time
Location: 1922 N. Pulaski Road, Chicago 60639

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.

Organization Summary:

SCH's mission is to provide comprehensive counseling, education and housing resources necessary for Latinos and other low-to-moderate income families in the Chicagoland area, to develop competence and responsibility in meeting their financial and housing needs, and advocate for and proactively promote additional resources for them. SCH has three locations to serve the North and South sides of Chicago and serves over 10,000 clients per year with a current budget of \$2.5 million and a healthy financial position. SCH is a local and national leader in the housing counseling sector and continues to innovate its service delivery and expands its target market presence. We deliver quality programs and compassionate service to all residents in need.

Position Summary:

The Receptionist 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 Receptionist will be responsible for directing and ensuring all incoming calls are forwarded to the correct department/person and receive the attention they require and scheduling appointments for Housing Counselors. 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 appointments for Program Support and Homeownership Counselors and other staff 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 Program Supports 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 Human Resources Manager.
- Provide coverage, client services and programmatic assistance when need be in accordance with SCH goals and outcomes.
- Adheres to HUD guidelines, National Industry Standards and program policies and procedures; completes administrative tasks correctly and timely; supports organizations mission, goals and values.
- 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 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.
- Full-Time; 40 hours: 5 days Monday through Friday; Mondays and Wednesdays 11:00 a.m. to 7:00 p.m.; Tuesdays, Thursdays and Fridays 9:00 a.m. to 5:00 p.m.
- Reliable Transportation.

Compensation:

Compensation is \$12.00 an hour. Excellent compensation package; affordable health insurance, dental, and life; employer-matching 401K contribution; and opportunities for professional development.

Physical Demands:

- 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.
- Work place is a smoke and drug free environment.

SCH is an equal opportunity employer and seeks to employ qualified individuals based on individual merit. SCH does not discriminate against any individual with respect to the terms and conditions of employment based on that individual's race, sex, age, religion, color, national origin, disability, genetic information, marital status, veteran status, sexual orientation, gender identity or expression, housing status, or any other non-merit factor protected under state, local or federal laws. Equal Employment Opportunity applies to all personnel actions such as recruiting, hiring, compensation, benefits, promotions, training, transfer, termination, and opportunities for training. SCH is committed to a fair and equitable workplace where everyone is a respected and valued member of the team.

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.

