



## **Front Desk Services Coordinator**

**December 2018**

Interfaith Outreach & Community Partners' mission is to engage the heart and will of the community to respond to emergency needs and create opportunities for all to thrive. Interfaith Outreach is a human service nonprofit that ignites the power of community to provide urgent and strengthening services in eight Twin Cities western suburbs so families can live their best lives, children can succeed, and the entire region can prosper and shine. Serving the west Hennepin communities of Hamel, Long Lake, Medicine Lake, Medina, Minnetonka Beach, Orono, Plymouth and Wayzata since 1979. For more information, visit [iocp.org](http://iocp.org).

Interfaith Outreach is looking for highly qualified candidates for a **Front Desk Services Coordinator** position (full time, 40 hours/week, benefit earning).

The Front Desk Services Coordinator furthers the mission of Interfaith Outreach by creating and nurturing a caring and respectful space that provides a foundation for relationship building and a setting that supports volunteers to be effective and impactful in their roles. This position supports the interaction between Interfaith Outreach, our services and the broader community – with a focus on our client community – through supervision of a team of volunteers and management of our front desk and welcoming procedures.

The **Interfaith Outreach work environment** is client centered, values driven, team oriented, fast paced, diverse, and focused on learning and professional development. We have a strong internal culture of collaboration and team support, as well as a deep commitment across staff to mission. All staff rely heavily on the use of technology to perform daily tasks.

### **Core Areas of Responsibility Include:**

- Leadership and direction-setting related to lobby, front desk and intake operations
- Volunteer training, supervision, coaching and support
- Communications management
- Management of front desk operations
- Describing program procedures to members of our client community and facilitating their engagement with our services
- Interpreting program procedures to members of our client community and facilitating their engagement with our work
- Maintaining a calm and supportive environment; de-escalation when necessary
- General support of Case Management team functions

**Schedule Requirements:** This is a 40 hour/week position that includes two evenings per week and occasional Saturday day hours

### **Qualifications – Required:**

- Experience supervising staff or volunteers
- Experience in a human services role
- Strong interpersonal, verbal and written communication skills
- Strong cross-cultural communication skills
- Exceptional computer and technology skills

- Experience in office management
- Ability to creatively problem solve and complete complex tasks
- Excellent organization and time management skills
- Ability to maintain professional boundaries and confidentiality
- Ability to excel in a team environment
- Ability to work effectively in a diverse setting
- Flexibility
- Commitment to the mission and vision of Interfaith Outreach

**Qualifications – Preferred:**

- Associate degree
- Bilingual in English and Somali, Spanish or Russian

**To be successful in this role, candidates should be or possess:**

- A deep commitment and passion to Interfaith Outreach’s mission and work
- A generator of new ideas and approaches while honoring the organization’s rich history
- A versatile person who can work successfully in a broad array of organizational settings
- Demonstrated cultural competence with a focus on equity and inclusion
- Exceptional computer and technical skills with the ability to teach and coach
- Highly skilled at communication, collaboration and de-escalation
- Able to work effectively with volunteers
- Approachable and a good listener

We offer competitive salary and a comprehensive benefits package.

**Interested candidates** should send a resume and cover letter to Kerry Pioske, Office Manager, at [Kpioske@iocp.org](mailto:Kpioske@iocp.org).

Interfaith Outreach values a diverse work environment.  
People of color and people from other underrepresented communities are strongly encouraged to apply.  
Interfaith Outreach is an Equal Opportunity Employer.