



## **Front Desk Services Coordinator**

**March 2019**

Come play a critical role in our work as our **Front Desk Services Coordinator**. This role works with a mighty team of volunteers to ensure that every person who walks through our doors is welcomed, treated with respect, and given outstanding service. Our lobby is the center for many different activities; people's experience in our space is deeply important to our work.

We offer a great place to work. We are 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. Competitive salary and benefits.

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

- Create and nurture a friendly, welcoming, caring and respectful space
- Create, manage and deliver front lobby, reception and intake procedures
- Train, supervise, coach, support and provide communications to a team of volunteers
- Describe program procedures to members of our client community and facilitate their engagement with our services
- Maintain a calm and supportive environment; de-escalation when necessary
- Provide general support of Case Management team functions

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

### **Qualifications – Required:**

- Experience in a human services role
- Experience supervising staff or volunteers
- Able to create and maintain a calm, friendly and welcoming environment during busy times
- Exceptional computer and technology skills
- Experience in office management
- Ability to creatively problem solve and complete complex tasks
- Ability to maintain professional boundaries and confidentiality
- Ability to excel in a team environment
- Flexibility

### **Qualifications – Preferred:**

- Bilingual in English and Somali, Spanish or Russian
- Working in a trauma informed care model

### **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
- Demonstrated cultural competence with a focus on equity and inclusion
- Highly skilled at communication, collaboration and de-escalation
- Excellent organization and time management skills

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).

We offer competitive salary and a comprehensive benefits package.

**Interested candidates** should send a resume and cover letter to [humanresources@iocp.org](mailto:humanresources@iocp.org) and include the words "Front Desk" in the subject line.

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.