

## **JOB ANNOUNCEMENT**

**POSITION:** Desk Clerk (Temporary, On-call)  
**SALARY:** \$16.50 per hour  
**REPORTS TO:** Senior Property Manager or Property Manager

**THE ORGANIZATION:** As a nonprofit organization Conard House, Inc. builds welcoming communities and caring relationships that empower people and restore hope. We work with a diverse adult population and strive for cultural competency by respecting experience, promoting inclusion and building community. The Property Management Department is responsible for facilities management and the housing component of the agency. Desk Clerks maintain the front desk of four residential hotels, providing 24/7 reception and light office duties. This position is included in the collective bargaining unit with SEIU Local 1021. People with diverse cultural backgrounds encouraged to apply. Conard House is a committed equal opportunity employer. Pursuant to the city and state's Fair Chance Ordinance, we will consider qualified applicants with conviction and arrest records for employment.

**QUALIFICATIONS:** One year of customer service related experience required and prior work experience with homeless people plus. Ability to read, write legibly and speak fluent English. Ability to get along with a diverse group of staff and residents. Work as a team player, yet independently, with minimal supervision. Must be able to answer phones, walk up and down stairs, use a computer (with some training). Diplomatic, able to set professional boundaries and firm limits. Ability to de-escalate situations, maintain calm manner and know when to ask for help in emergencies and difficult situations. Candidates must successfully complete educational and/or reference checks. Upon conditional offers of employment, new hires must complete background checks.

### **DUTIES:**

- Answer telephones, direct calls, take messages, sort and distribute mail.
- Be courteous and professional to residents and their guests, staff and vendors while maintaining professional boundaries.
- Monitor building traffic, distribute housing information upon request, refer to appropriate department for assistance, inform visitors, vendors and others of visiting policy, and accept appropriate ID and sign visitors in and out.
- Log communications, building activity including violations of the House Rules & Visiting Policy and complete incident reports when emergency services are involved.
- Communicate and encourage compliance of building policies and house rules including the denial of entry to visitors who are found by management to have violated the house rules.
- Respond to emergencies by calling the appropriate emergency services, (i.e. 911) contact your supervisor and act as a resource in emergency situations.
- Request assistance in difficult situations by calling the appropriate on-call staff person. Make decisions that allow you to handle situations on your own when possible.
- Disaster Preparedness (will train)-may be first responder.
- Maintain a neat, clean, well-stocked and organized work environment.
- Assist in office responsibilities such as completing work orders, comment cards, visitor violation forms and other duties that may be assigned by management.

**APPLICATION PROCEDURE:** To apply, please email with "Desk Clerk" in subject heading to the attention of Property Manager at [PMJobs@conard.org](mailto:PMJobs@conard.org), drop off resume, call, or fax to number above.