



YOUTH & FAMILY SERVICES, INC.

## **Job Description**

### Receptionist & Family Resource Center Program Support

#### **Office Location & hours**

Primary location will be at 111 Sequoyah Lane, Suite B-1, Altus, OK and occasional support may be required at 901 South Broadway, Hobart, OK. Working hours are Monday through Friday 8:30am-5:00pm-Friday 8:30am-3:00pm.

#### **Position Summary**

The Receptionist & Family Resource Center (FRC) Program Support staff member manages front office operations while providing administrative and program support to the FRC Director and Resource Navigator Specialist/Program Assistant. This position serves as the first point of contact for youth, families, and community members. The role requires professionalism, strong customer service, organization, attention to detail, and the ability to manage multiple tasks while maintaining confidentiality and cultural sensitivity.

#### **Key Responsibilities**

- Serve as the primary front desk contact, greet and assisting clients, families, and visitors in a welcoming manner
- Answer and route phone calls and respond to walk-in inquiries
- Provide program information and services, direct individuals to appropriate staff or community resources
- Assist clients with intake forms and required documentation while maintaining confidentiality
- Maintain a safe, organized, and youth-friendly front office environment
- Prepare, organize, and maintain files, records, and documentation
- Support data tracking, reporting, and general administrative tasks
- Utilize office software (Microsoft Office, Excel, Canva, email) to complete daily work efficiently
- Manage office operations including mail distribution, supply inventory, and equipment functionality
- Monitor and restock office and program supplies as needed
- Maintain cleanliness and organization of office and shared spaces
- Support basic workplace safety by reporting maintenance needs and ensuring required materials are in place
- Assist with events, workshops, and youth/family activities, including occasional community outreach
- Follow workplace expectations including professionalism, punctuality, limited personal calls & appropriate time use
- Ability to sit or stand for extended periods and lift office or program supplies as needed
- Provide general operational support to the Program Director and team
- Perform other duties as assigned by leadership

#### **Education & Experience Requirements**

- High school diploma required
- Minimum of two (2) years of experience in reception, customer service, or administrative support
- Basic computer proficiency, including Microsoft Office, Excel, Canva, and email
- Strong communication and organizational skills
- Ability to maintain confidentiality and professional boundaries

#### **Preferred Qualifications**

- Associate degree or higher
- Experience working with youth, families, or in a social services setting
- Knowledge of community resources and support services
- Bilingual abilities are a plus

#### **Immediate Supervisor**

Altus Program Director

**Hourly Pay** \$15.00 per hour