



JOB TITLE: FRONT DESK/OPERATIONS CLERK
Location: Assigned Location
Department: Assigned Department
Reports To: Property Manager
FSLA Status: Non-Exempt
Salary: \$22.00 per hour

GENERAL SUMMARY:

Monitors traffic in and out of the building, communicates with residents, visitors, staff, and vendors. Answers the phone and takes written messages, handles building and resident situations and emergencies, writes end of shift reports and incident report, puts mail slots and gives mail to residents, writes work orders, adheres to policies in a manner consistent with fair housing regulations, and keeps the reception area neat.

ESSENTIAL JOB FUNCTIONS:

- Knows building residents and resident floor assignments; is courteous and helpful to the residents and the on-site staff at all times.
- Contacts outside housing agencies and service agencies for assistance with residents.
- Checks building equipment. During the shift checks alarms, phones and other controls that affect the building's life safety system.
- Checks all exit doors, stairwell doors and perimeter doors for access and determines if they are locked and secured.
- Checks elevator operation and elevator access.
- Maintains a proper daily activity log.
- Properly fills out mandatory sign-in and sign-out sheets.
- Checks stairwells for people and any materials which should not be in them.
- Checks building for materials, personnel and fire hazards.
- Looks for anything out of the ordinary when making rounds inside and outside of buildings. Observes and reports all incidents in accordance with building procedures.
- Keeps Fire Department connections clear of debris and equipment.
- Checks for water, steam or gas leaks.
- Opens and closes gates when necessary.
- Checks for broken windows and reports.
- Makes certain exit lights are on - if they are burned out, reports them in the log book.
- Looks for illegally blocked doors, aisles or hallways.
- Looks for suspicious or unauthorized persons, records their description, and properly questions them in a polite way.
- Completes written reports as assigned by manager. Cleans work area, lobby area, and keeps front door area free of any debris.
- Answers and directs incoming phone calls, takes written messages and forwards to appropriate parties.
- Be courteous and professional with residents and their guests while maintaining appropriate (professional) boundaries.
- Fill in as requested when other Front Desk/Operations clerk are absent.
- May perform other duties as assigned.

KNOWLEDGE/SKILLS REQUIRED:

- High School Graduate or equivalent.
- Oral and Written Comprehension and expression – Ability to listen to, understand and speak so others can understand ideas and information presented verbally. Must be able to distinguish the sounds made by emergency equipment from other environmental sounds. Ability to read and understand communicate information ideas in writing so others will understand.
- Problem sensitivity/Deductive Reasoning- Ability to tell when something is wrong or is likely to go wrong and then apply general rules to specific problems to produce answers that make sense. Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems and considering the relative costs and benefits of potential actions to choose the most appropriate one.
- De-escalation- Ability to remain calm and reduce the severity of situations so that they are handled in a diplomatic and professional manner.
- Knowledge of company policies, federal, state, local laws, and Fair Housing Guidelines that pertain to the project.

- Experience working with people of various cultural background, especially those with mental health issues or special needs a plus.
- Ability to remain calm and reduce the severity of situations so that they are handled in a diplomatic and professional manner
- Ability to effectively communicate with customers, co-workers and supervisors; demonstrated telephone etiquette.
- Strong interpersonal skills demonstrated by exhibiting courtesy, tact and patience in order to facilitate positive relationships with residents and co-workers.
- Ability to alertness and good judgment.

PHYSICAL REQUIREMENTS:

- This position deals with outside personnel such as residents, guests, and vendors on a regular basis with contact in various forms such as in person, and by phone.
- It is sometimes necessary to deal with unpleasant or angry people with the need to problem solve difficult situations.
- It is necessary to adapt to a frequently changing environment.
- Sitting and standing is as needed.
- Ability to operate light office equipment and computer workstation.
- Requires ability to perform repetitive movement of hands, wrists and fingers for use of keyboard and the opening/closing of doors.
- This position may be exposed to blood borne pathogens and therefore following the Exposure Control Protocol-Blood borne is required
- Incidental bending, stooping, reaching, and infrequently lifting to a maximum of 50lbs.
- May require ability to travel to other CMC locations.

ACKNOWLEDGEMENT:

FOR THE PROTECTION OF THE LEGAL RIGHTS OF THE TENANTS AND THE POTENTIAL LIABILITY OF COMPANY AND FRONT DESK/OPERATIONS CLERK, ALWAYS ASK THE PROPERTY SUPERVISOR FOR INSTRUCTIONS REGARDING ACCESS TO OCCUPIED UNITS, TENANTS PROPERTY, ETC. WHEN IN DOUBT, DON'T!

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with this job. While this job description is job description is intended to be an accurate reflection of the current job. All Staff are expected to contribute to the overall team effort, nothing in this job description restricts Caritas Management Corporation, or executive leadership's right to assign or reassign duties and responsibilities to this job at any time.

I am able to perform the functions of this job as described with or without reasonable accommodation. The undersigned Front Desk/Operations Clerk has read and fully understand the content of this Job Description, and, by signing below, agrees to follow and perform the duties described therein to the best of his/her ability.

Accepted and fully understood by:

Staff Name

Staff Signature

Date