

**FRIENDSHIP HOUSE
JOB DESCRIPTION**

<u>Job Title:</u>	Front Office Coordinator
<u>Supervisor:</u>	Program Director – Friendship House
<u>Working Schedule:</u>	During School Year – Full Time 40 hrs 10:00 am – 6:00 pm; Mon – Friday During summer - Full time 40 hrs 7:30 am – 4:30 pm; Mon – Friday
<u>Employment Status:</u>	Fulltime - Hourly

Organization Description: Friendship House of Christian Service is a Faith Based Community Development Agency located in the heart of the Billings’ “South Side” neighborhood. Since 1957, we have served as a family and community resource center dedicated to improving the spiritual, social, emotional and economic conditions of the South Side by providing services and opportunities for children, youth, teens, adults, and families.

Our primary focus is building a healthy community based on holistic family programming. We accomplish this goal by providing the following wrap around service programming: Preschool; Youth Afterschool & Summer Enrichment; Teen Programs; Adult Life Skills & Education; Child, Adult and Family Counseling. With our programming and the intentional interaction with other service partners, we touch every area of a client’s life to steer them toward positive outcomes. Through this approach, we serve clients from age 3-103 with best practices programming aimed at transforming a community one person at a time.

Service Responsibilities:

- Greet and assist parents and guests as they enter the building. This individual must be able to provide solutions to guests’ problems and concerns in a diplomatic, action-oriented manner.
- Answer and direct phone calls to the appropriate staff members
- Input accurate data entry and efficiently complete regular data reporting projects.
- Input and monitor daily attendance data and tracking.
- Receive and distribute mail and prepare outgoing mail.
- Accept and process donations that are brought to Friendship House.
- Maintain office supplies, including name badges and business cards.
- Coordinate repair and maintenance of all office equipment.
- Keep all message centers, bulletin boards, and calendars current.
- Maintain organized filing system for child and family data; facility users; and other general information.

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- Maintain organized electronic filing system for Front Office procedures.
- Assist in the client registration process and orientation process.
- Schedule and approve all building rental agreements. Also responsible for distributing and maintaining rental policies and tracking building use statistics.
- Perform general secretarial duties as requested, such as typing, filing, making calls, taking minutes of meetings, making photocopies, sending faxes, etc.
- Assist staff with other projects and responsibilities as assigned by supervisor.
- Assist with special events by coordinating and maintaining direct mail lists; telephone, email, and event registrations; and post-event reports and recognitions.
- Work well under pressure, meeting multiple and sometimes competing deadlines.

Additional Duties

- Design and maintain spreadsheets to keep track of applicable data as requested by supervisor.
- Photocopy checks, file appropriately, and mail as requested.
- Additional assistance with client registration including assisting parents with filling out the appropriate paper work and assisting other FH staff in processing all registration materials.
- Reconcile Credit Card statements with employee receipts.
- File, Mail and Process Bills and Checks from Accounts Payable service.

Acceptable Experience and Training

- Minimum 2 years experience in a clerical role preferred.
- Able to proficiently use computer software to manage data and files, calculate and analyze numbers, communicate information, and produce documents and reports (Word, Excel and Outlook Email required; File Maker Pro, a plus).
- Solid and consistent demonstration of good judgment and discretion regarding highly confidential information are a must.
- Must be accurate and detail oriented; possess strong organizational and time management skills; and the ability to prioritize competing priorities in a complex and fast paced environment.
- Ability to work under pressure with tight deadlines.
- Excellent verbal and communication skills are a must combined with an ability to prioritize tasks during periods of high activity and demonstrate initiative to seek out projects during low activity periods.
- Excellent customer service skills.

All Employees' Responsibilities:

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- ❑ Support the mission and values of Friendship House.
- ❑ Attend staff meetings and regular one-on-one meetings with one's supervisor.
- ❑ Be an active, constructive, and supportive team member.
- ❑ Demonstrate superior service to everyone you interact with at Friendship House.
- ❑ Adhere to all policies, systems and procedures of the organization especially regarding confidentiality, risk management, and licensing issues.
- ❑ Participate in required training appropriate to your position.
- ❑ Become knowledgeable about the policies, procedures, systems, and processes that impact your job and your status as an employee.
- ❑ Participate in developing and implementing goals and plans to prioritize, organize, and accomplish your work.
- ❑ Be a public representative of Friendship House.
- ❑ Support the Executive Director publically and privately.
- ❑ Maintain a teachable spirit and positive attitude.