

CATHOLIC CHARITIES OF SOUTHEAST TEXAS
Job Description

Salary Range: N-2

Job Classification: Hourly / Part Time

Position: Hospitality Center Guest Services Clerk

General Description: Provides customer service to guests of the Hospitality Center. Greets clients as they enter the center, completes Agency Intake Assessments on new clients, and maintains daily Guest Registers. Ensures complete and accurate data entry of all clients and services in the agency's data management system (ClientTrack).

Organizational Relationships:

Reports to: Hospitality Center Program Director

Also works with the Vice President of Programs, Office Manager, Data Manager, all Hospitality Center volunteers, other program leads and staff members.

Essential Duties and Responsibilities:

- Greet all clients and other guests of the Hospitality Center with ultimate courtesy and respect.
- Interview clients to collect data required to complete Agency Intake Assessments; refer clients to other community resources when clients' needs are outside the scope of services provided by CCSETX.
- Maintain daily Guest Registers and complete data entry of intake and services received into agency client management system (ClientTrack), according to established program procedures.
- Ensure Hospitality Center program guidelines and agency policies and procedures are followed.
- Complete required food handlers and civil rights training as mandated by the Public Health Department, Feeding America, and USDA.
- Perform other duties as required by Program Director and/or Vice President of Programs, such as preparing for, attending and/or supporting special events and projects. Examples include: assisting with outreach activities, participating in staff retreats, United Way or other Funders' visits, agency fairs and speaking engagements, as deemed applicable.

Nonessential Duties and Responsibilities:

Performs other duties as assigned by the Program Director or Vice President of Programs.

Supervisory Responsibilities:

This job has no direct supervisory responsibilities.

Minimum Education:

High School diploma or GED. Certification in Office or Accounting Technology preferred.

General Qualifications:

- A minimum of two to four years working in an office or hospitality atmosphere with knowledge and performance of office operations and procedures, as outlined in the Essential Duties and Responsibilities.
- Must be adept at using general office electronics including laptop computer, scanner, fax and copier.
- Bilingual English / Spanish preferred.
- Knowledge of the agency and community resources in order to provide quality customer service.
- Ability to relate well to the public, in person and on the phone.
- Customer service oriented; diplomatic, tactful, creative, discreet, flexible, resourceful, dependable, well-organized, friendly, and professional.
- Able to work effectively with multiple volunteers and staff, balance and prioritize multiple requests.
- Good oral and written communication skills.
- Accurate record keeping.
- Demonstrated sensitivity to diverse cultures.
- Must have adequate/available and reliable transportation.
- Must provide a copy of valid driver's license and proof of personal automobile insurance to Administration annually.

Equipment Used:

Multi-line telephone, personal computer, copier and fax machine.

Working Conditions:

Work is carried out in a controlled, agreeable environment as generally represented by normal office conditions.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Contacts:

Requires contact by telephone and in writing with clients, prospective clients, other service providers, volunteers, and government agencies. May have limited in-person contact with these same stakeholders.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

While performing the duties of this job, the employee is regularly required to use hands to handle or feel and talk or hear. The employee will be required to periodically stand and walk. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and ability to adjust focus.

Mental and Aptitude Requirements:

Job requires ability to hear and talk, type/data input, write; problem –solving and decision-making skills; and handling multiple tasks within the confines of deadlines.

Work Performance Measures:

- Must report to work on time.
- Must dress appropriately.
- Must keep all work accurate and current.
- Must adhere to agency employee handbook of personnel policies.
- Must maintain high level of knowledge of the program, its requirements, functions, and status, etc.
- Must adhere to the agency handbook of accounting policies and procedures.
- Must be responsible for protecting the confidentiality of information that may be of a personal or sensitive nature pertaining to employees, clients and/or the agency.

Job Description Review and Acceptance:

I understand this job description and its requirements; I understand that this is not an exclusive list of the job functions and that I am expected to complete all duties as assigned; I understand the job functions may be altered by management without notice; I understand that this job description in no way constitutes an employment agreement and that I am an at-will employee.

Hospitality Center Guest Services Clerk - Signature

_____/_____/_____
Date

Hospitality Center Program Director - Signature

_____/_____/_____
Date