



Heading Home

Job Title: Annex Receptionist/Office Manager

Program: Heading Home

Reports To: Housing Director

Hours: 8:00am – 5:00pm

Exempt Non-Exempt

Position Summary:

The Annex Receptionist/Office Manager is responsible for the operation of the front office, which includes receptionist duties as well as general office management activities. This position requires the ability to interact with individuals who present with severe mental health issues.

Essential Duties & Responsibilities:

Receptionist Duties

- Reception area to ensure effective telephone and mail communications both internally and externally, maintain professional image, and effectively meet client needs
- Answer phones
- Greeting and welcoming clients, donors and other visitors
- Responsible for training PRNs and ensuring coverage

Clerical duties

- Client file maintenance, as needed
- Negotiate the purchase of office supplies and furniture, office equipment for the entire staff in accordance with company purchasing policies and budgetary restrictions
- Makes arrangements for meetings and notifies individuals
- Maintains schedules for conference rooms
- Inventories consumables and ensures sufficient supply is available for office goods, cleaning supplies, paper products, cups, utensils, coffee, etc.
- Inventories and keeps ample supply of envelopes and letterhead
- Solicits supply orders and orders supplies once a month
- Responsible for managing petty cash
- Responsible for postage meter accounting and refill
- Responsible for taking mail to the Post Office on a daily basis
- Receives and time stamps all invoices, matches them with receipts (Fed Ex, Brewer, Home Depot), forwards for approval and/or accounting
- Responsible for picking up mail daily and appropriately distributing mail in a timely manner
- Responsible for receiving client rent payments, issuing receipts, coding payments by client number, and forwarding payments for deposit

Facilities Duties

- Manage day-to-day operations and finds answers to staff questions
- Maintains file to document keys issued to employees at time of hire and also the return of such keys
- Manages the maintenance of office equipment, phones, and copiers
Communicates with Pacific Office Automation to keep copiers in working order and maintains backup of all toner. Reports usage as requested
- Relays repair requests to Facilities Manager
- Communicates with Block by Block regarding graffiti and trash on the Annex exterior
- Designated Annex "Safety Officer," maintaining staff check in/check out, and visitor sign in for this purpose
- Responsible for the bio hazard box
- Ensures cleanliness of reception area and conference rooms on a daily basis
- Communicates with maintenance/cleaning crew to ensure special cleaning requests are completed

Direct Service

- Responsible for ordering, retrieving and distributing bus passes
- Assists the Housing Director in preparing for file audits
- Creates Peer to Peer lunch announcements and distribute them to clients and case managers
- Orders and picks up food for Peer to Peer luncheon
- As needed, verifies that individuals are in Coordinated Entry

Additional Responsibilities

- Attends Annex staff meetings
- Completes other duties, as assigned

The responsibility of all Heading Home employees includes the following:

- Always represent and promote Heading Home in a positive and professional manner.
- Maintain good attendance and punctuality in keeping with Heading Home Policies.
- Attend all staff and organizational meetings as required.
- Observe and practice safe work habits and practices in compliance with regulations, statutes and organizational policies.
- Maintain client, resident, guest and organizational confidentiality in compliance with organizational policies and procedures.
- Read, understand and comply with all guidelines of the Heading Home Employee Handbook.

Qualifications:

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

Skills:

- Knowledge of Microsoft Word, Excel, PowerPoint, and Outlook
- Must be highly proficient in Excel
- Knowledge of area service providers and community resources
- Knowledge of similar community programs
- Ability to communicate effectively orally and in writing
- HMIS or CES trained

Other Requirements

- Valid New Mexico driver's license and reliable transportation.
- Ability to navigate stairs, ladders, ramps and uneven terrain.
- *CPR/ First Aid Certification or ability to become certified within 30 days of hire.

This job description does not constitute an employment agreement between the employer and employee. This document is subject to change by the employer as the needs of the employer and requirements of the job change.

Signature: _____ Date: _____
Annex Receptionist/Office Manager

Signature: _____ Date: _____
Housing Director