



FOUNDATION COMMUNITIES JOB DESCRIPTION

- **JOB TITLE:** Front Desk Operations Manager
 - **REPORTS TO:** Supportive Services Program Supervisor
 - **FLSA STATUS:** Full Time (exempt status):
 - Afternoon/evening hours required
 - Required to be on-call to ensure adequate shift coverage
 - **SALARY:** \$45,000 - \$50,000 annually (based on experience)
 - **WORK LOCATION:**
 - Must travel between Foundation Communities SRO sites as needed (6 total)
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Position Summary:

The Front Desk Operations Manager is responsible for the front desk operations at Foundation Communities' 6 adult Single Room Occupancy (SRO) properties. This includes all aspects of recruitment and hiring, management, and scheduling of the afternoon, overnight, and weekend desk clerk staff. As a part of the Resident Services team, this position helps to ensure that desk clerks provide a safe and welcoming environment for all residents, visitors, and staff while providing excellent customer service and upholding the utmost standards of professionalism.

Essential Job Functions:

- Oversees the direct performance management of all afternoon, evening, and weekend front desk clerks for the 6 SRO properties of Foundation Communities, which includes the recruitment, development, and management of approximately 35 employees.
- Ensures that desk clerks treat all residents, visitors, and staff courteously while maintaining proper boundaries; utilizing exceptional customer service to make certain that concerns are properly addressed in a timely manner and residents are given accurate information regarding policies, procedures, and practices.
- Manages and coordinates the scheduling of front desk staff to ensure adequate coverage for 24/7 operations. Prepares and communicates the desk clerk schedule.
- Responsible for all hiring, progressive discipline, and termination of front desk staff, including required Human Resources documentation.
- Responds to emergencies as required: Provides direction and support to front desk clerks to effectively assess and diffuse crisis situations by using de-escalation techniques, contacting proper authorities, and thoroughly communicating/documenting incidents.
- Maintains strong communication and cooperation with Property Management and Resident Services staff to foster effective problem resolution and a positive living environment.
- Maintains and produces proper documentation to track important incidents that occur on-site.

Other Duties & Responsibilities:

- Performs other additional related duties as assigned.



Minimum Qualifications:

- **REQUIRED:**
 - 2+ years of experience managing employees in a customer service based environment.
 - Bachelor degree required.
- Candidates must have an understanding of and experience working individuals with low-incomes, or issues of homelessness, mental health, and recovery.
- Excellent organizational skills, with strong attention to detail, and the ability to manage complex schedules at multiple work sites.
- Strong written and oral communication skills, problem solving, and the ability to successfully resolve conflicts.
- Ability to work independently and follow instructions with minimal direct supervision.
- Ability to work with diverse types of people, be courteous and professional at all times, and be able to handle confidential information appropriately.
- Proficient with Microsoft Office Suite or similar.

Physical Demands/Work Environment:

- Walking, sitting, standing, reaching, bending, lifting (minimum of 10 lbs), fine hand coordination, ability to read, write, listen and speak clearly, ability to understand and follow written and oral instructions, and ability to remain calm under pressure.
- Must be able to use computer, cell phone, and security monitoring systems extensively.

Other:

- Foundation Communities provides an excellent benefits package including employer paid health benefits, 401(k) investment opportunity, Employee Assistance Program, paid vacation, holiday, and sick time.
- Foundation Communities is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, veteran status, sexual orientation & gender identity.

Please email cover letter and resume to ResidentServicesJob@Foundcom.org. No phone calls please.