



FOUNDATION COMMUNITIES JOB POSTING

JOB TITLE: Front Desk Clerk DEPT: Supportive Housing Resident Services

REPORTS TO: Joseph Castongue, Front Desk Operations Manager

FLSA STATUS: Non-exempt Full Time and Part Time Positions Available, \$12 per hour

Hiring for the following 8 hour shifts: Monday – Friday 4:00 PM – 12:00 AM, 12:00 AM – 8:00 AM and weekend shifts to cover 24-hour operations

WORK LOCATION: Positions available at Arbor Terrace, Garden Terrace, Spring Terrace, Capital Studios; and float positions at all 6 communities for single adults. See www.foundcom.org > Housing > Austin Communities > Studios for single adults

Position Summary: The front desk clerk is Foundation Communities' representative while on duty. This position is responsible for the daily operations of the 24-hour front desk, which includes interacting with residents, communicating and enforcing the community policies, and maintaining the safety of the community.

Essential Job Functions:

- Be familiar with identity of all residents and respond to resident problems and emergencies as appropriate.
- Fulfill office functions: answer phones, respond to property inquiries, respond to emails, etc.
- Interact with residents to communicate rules as outlined in the lease and community policies
- Respond to emergency situations and contact appropriate authorities as needed
- Prepare documentation such as incident reports and shift reports as needed
- Monitor sign-in/sign-out process and verify photo identification for all guests
- Input work orders as needed for unit repairs and other general needs
- Maintain and foster professional relationships with all levels of staff, volunteers, and residents
- Monitor video surveillance system and report unusual activity
- Ensure confidentiality of all resident records and information
- Perform other duties as assigned by supervisor

Other Duties & Responsibilities:

- Provide desk coverage at multiple SRO properties of Foundation Communities as requested (if available)

Minimum Qualifications:

- Must be dependable, reliable, and punctual
- Exceptional interpersonal skills and human relation skills
- Ability to exercise good judgment and self-control.
- A demonstrated ability to deal with residents, site personnel, volunteers, peers, and supervisors.
- Good comprehension and communication skills, with the ability to listen to and understand information and ideas presented through verbal communication. Must speak and write in English. Bilingual a plus.
- Enthusiasm, good attitude, trustworthiness, personal integrity and honesty.
- Must be able to use a computer and cell phone
- High school diploma or GED is required

Physical Demands/Work Environment:

- CONSTANTLY: sitting, standing/walking, finger dexterity, lifting/carrying under 10 pounds.
- FREQUENTLY: grasping/gripping, pushing/pulling, bending/stooping,
- OCCASIONALLY: reaching above the shoulder, lifting/carrying over 20 pounds.

Other:

For Full Time Staff, Foundation Communities offers a competitive benefits package.

For Part Time Staff, this is a non-benefited position.

Applicants must be authorized to work in the U.S.

To Apply: Email resumes to Joseph.Castongue@foundcom.org. No Phone calls please.

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 and gender identity.