

CAREER OPPORTUNITY

Title: Refugee Front-Door Coordinator/Admin. Specialist

Hours: Full-Time, Non-Exempt, 37.5 hours/week

Purpose of Position: Provides front-door support to refugee clients presenting for services at our Center for Families (CFF). Greets and provides support and information to all CFF guests, including culturally competent support and utilization of telephonic interpretation when necessary. As a member of the building administrative team, supports monitoring of building activities to ensure a safe and welcoming service environment.

KEY RESPONSIBILITY AREA MAIN DUTIES (Not all inclusive)

I. Front-Door Client Support (50%)

- Serve as the first point of contact for refugee clients seeking services, professionally representing the agency and program services
- Maintain knowledge of existing internal and community social service resources to appropriately direct clients and guests to services
- Complete brief screenings of walk-in refugee clients to determine connection to appropriate services and schedule appointments for follow-up with appropriate program staff as necessary
- Utilize assessment and de-escalation techniques in provision of trauma-informed reception of clients
- Utilize telephonic interpretation services when necessary for client communication
- Provide case support to Refugee Resettlement team, including support of walk-in clients and assigned follow-up calls with clients
- Track daily front desk activities for all visitors

II. Reception and Coordination (20%)

- Maintain orderly lobby and reception area to ensure professional welcome for all clients and guests
- Assist with monitoring schedule for conference and meeting rooms
- Direct guests to appropriate meeting spaces
- As part of the building administrative team, monitor security cameras, building, and surroundings to ensure a safe and welcoming environment; communicate any safety concerns to Manager and Director

III. Data Entry and Administrative Support (20%)

- Support data entry and outcome tracking for Dayton Social Service programming, including support of Apricot and Webtool entry for the Refugee Resettlement Program
- Assist Director of Social Services in administrative tasks, including scheduling and calendar management
- As assigned, support quality assurance activities including support of record maintenance, chart compliance reviews, and client satisfaction surveys
- Perform other administrative and program support duties as assigned

IV. Teamwork and Professional Growth (10%)

- Use Microsoft Teams messaging to effectively communicate with team members
- Effectively communicate and coordinate with administrative team members from other CSSMV sites and programs
- Attend and actively participate in CFF building and safety committee, staff meetings, and other assigned committees
- Provide training and support to front-desk volunteers
- Participate in supervision for professional development and collaboration

MINIMUM EDUCATION, KNOWLEDGE, AND EXPERIENCE:

- High School Diploma or equivalent required; associate degree preferred
- At least two years related work/intern/volunteer experience in social services, medical reception, hospitality, or a related industry
- Skills in client/customer engagement
- Sound knowledge of community resources
- Sound assessment and communication skills
- Effective written and oral communication skills
- Ability to work with diverse populations
- Willingness to work flexible hours
- Commitment to Catholic Social Services of the Miami Valley's mission and goals

*Interested candidates should send an updated resume with salary requirement to:
Human Resources, Catholic Social Services of the Miami Valley
922 W. Riverview Ave., Dayton OH 45402
or e-mail jobs@cssmv.org or fax to 937.222.6750*