



## Front Desk Support Staff

The mission of the SHARE Center is to provide a mutually supportive safe space with resources for the recovery of vulnerable individuals who are experiencing issues with mental health, addiction, homelessness, and food insecurity. We strive to make sure everyone feels welcome regardless of gender, religion, sexual orientation, culture, race, abilities, or anything else.

### **Job Description:**

Whether serving coffee or providing a referral, this position is an opportunity to make a real difference in someone's day, and possibly, their life. Front Desk Staff are essential to the operations of the SHARE Center. They are often the first person a distressed consumer encounter. Staff exhibiting compassion, understanding, and empathy are vital elements towards a person's recovery and the success of the SHARE Center. The Front Desk staff will report to the Front Desk Lead and the Operations Manager.

### **Job Responsibilities:**

- Review and become familiar with all SHARE Center rules, rights, and regulations and Core Values
- Open building and be prepared for serving consumers when the SHARE Center opens
- Make sure coffee is made 15 min before opening
- Complete intake form for all new consumers
- Answer phones, check voice messages, and take accurate messages
- Enforce SHARE Center rules with empathy and compassion
- Collect all data that is required
- Check and read all consumer disciplinary forms every day and initial
- Write up and maintain files for consumer discipline
- Record all service transactions
- Make sure donation slips are being completed, copied, and filed for every donation
- Walk around inside and outside of building including all four bathrooms every 20 minutes for medical issues, overdosing, rule infractions, garbage, or illegal activity, or any other issues that may occur
- Use front desk computer to look up information for consumers (you can use Gryphon.org to find resources)
- Assist consumers with computer lab
- Assist consumers with vouchers for the Charitable Union
- Assist consumers with food, resources, phone calls, and water
- Be knowledgeable of the resources in the community and get people connected to them
- Keep tables and floors are clean- and take-out trash
- Empty ashtrays in smoking area
- Help keep break room clean and supplies organized
- Ensure that all dishes are clean and front desk area is ready for the next shift
- Make sure supplies are stocked in both the breakroom and behind the desk

- Maintain privacy and confidentiality
- Lock and set alarm when closing
- Take out trash at night and recycling and replace bags before closing
- Administer NARCAN when necessary

**Essential Skills/Qualities:**

- Must be caring, compassionate, and be able to work with diverse populations who may be experiencing significant mental health and addiction issues
- Basic computer skills
- Attention to detail
- Ability to hold oneself accountable
- Self-motivation
- NARCAN, Trauma-Informed, and Recipients Rights Training
- Commitment to the mission of the SHARE Center and everyone it serves

We are hoping to hire either two part-time employees or one full-time employee. Please be sure to indicate your preference on the application.

Please send a resume and/or complete the application available at <https://sharecenterbc.org/job-application/> and return to Margaret Betancourt at [Margaret.krueger@sharecenterbc.org](mailto:Margaret.krueger@sharecenterbc.org).