

JOB DESCRIPTION

Title: Front Desk Support Specialist

Summary of Functions:

Responsible for the smooth and efficient operation of the Front Desk. This position requires the ability to consistently deliver exemplary customer service and demonstrate excellent interpersonal skills. Primary duties include interfacing with the public, other non-profit agencies, The Arc PPR staff, and visitors/guests. Provide general information about The Arc and community resources via phone and/or in person, process initial Arc memberships and renewals, oversee and support the preparation of building and mailing of guardianship packets, and support the advocacy department with clerical needs and other areas as needed. Act as mentor for part/time front desk staff.

Reports to: Advocacy Coordinator

Essential Job Duties: *To perform this role successfully, an individual must perform the following duties effectively – **with a focus on exemplary customer service and excellent interpersonal skills:***

General Office

- Assist with the maintenance of The Arc National Membership database and reconcile to The Arc PPR membership database.
- Distribute Arc Thrift Vouchers and maintain all Voucher records.
- Process Arc membership additions, renewals, and expirations.
- Track all incoming cash and checks and maintain Income Journal
- Distribute incoming mail, prepare outgoing mail.
- Develop a weekly calendar for Front Desk part/time staff.
- Answer, screen, and transfer phone calls to the appropriate staff member with consistent exemplary customer service.

Other Duties

- Assist and participate in The Arc of the Pikes Peak Region's social and educational events and activities, as needed.
- Provide mentorship and support in completing tasks by part/time front office staff.
- All other duties as assigned.

Knowledge, Skills and Abilities

- Ability to conduct general office duties.
- Ability to communicate effectively and work with diverse sets of individuals, including individuals with Intellectual/Developmental Disabilities.
- Ability to manage more than one task at a time (multi-task)
- Computer literate with experience in Word, Excel, Power Point, etc.
- Skilled in proof reading and editing.

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- Ability to maintain a high degree of professionalism in personal presentation and dress, communication, and ability to model desired behaviors and skills for part-time office staff.
- Ability to be flexible in shifting areas of focus/tasks when needed and understand and respond immediately to new priority tasks.
- Ability to take initiative and support the development of organizational systems in collaboration with the Advocacy Coordinator and other Arc PPR staff.
- Provide outstanding customer service for visitors, staff, board members, community members, and the general public.

Qualifications

- Minimum of Associates of Arts degree, preferred.
- Three years of experience in office support, education, or other related field experience.
- Understanding of and ability to work with individuals with various adaptive abilities.
- A current, valid driver's license and valid automobile insurance required.
- Bilingual Spanish ability preferred.

Organizational Relationships

- Reports to the Advocacy Coordinator
- Understands the role of Front Desk Support Specialist as being an integral member of The Arc-PPR staff and maintains an environment of mutual respect and collaboration among all staff.
- Relates to the public to include individuals with IDD, families, professionals, volunteers, other community agencies.

Working Conditions

- The work is performed in an office environment.
- Necessary to job performance is the use of any or all of the following: use of desktop computer, telephone, copier, calculator, fax machine, cellular telephone
- Use of a personal vehicle is required for business-related transportation.

Physical Demands

Position requires the ability to perform under sedentary to light work conditions; the physical stamina to perform the job on a full-time basis, and the flexibility to attend to Arc PPR events and functions outside of regular office hours. Some occasional travel may be required.