

**EMERGENCY FAMILY ASSISTANCE ASSOCIATION
JOB DESCRIPTION**

Job Title: Front Desk Support Associate

Work Hours: 40 hours per week, Monday – Friday
Monday, Wednesday and Friday: 8:30am to 5:00pm
Tuesday and Thursday: 10:45am to 7:15pm
Regular and timely attendance is an essential function of this job.
Hybrid and / or remote work is not possible in this position.

Work Location: 1575 Yarmouth, Boulder, CO 80304, 100% on site

Reports to: Front Desk Supervisor

Position Summary:

This bilingual staff position is the first point of contact for EFAA’s in office visitors and callers and is responsible for directing them to appropriate staff or services. This person presents a professional, friendly, respectful and positive image to the public in a fast-paced environment. The selected candidate will function well with many interruptions, navigate conflict effectively, and maintain a positive demeanor. Works closely with volunteers and provides clerical support to resource navigators and other staff.

Essential Functions

Front Desk / Lobby / Phones / Administrative Support

Provide exceptional customer service to all EFAA visitors, in collaboration with Food Bank Team and volunteers. Welcome all visitors and answer any questions and/or refer to appropriate resource and/or staff person.

- Handle participant requests for appointments via phone and in person, screen callers to determine the appropriate level of support, including but not limited to, scheduling appointments for EFAA Resource Navigators and Mountain Resource Liaison, informing participants of all documentation needed for appointments and resourcing and referrals.
- Look up participant records in web-based client database to determine eligibility for assistance, as needed.
- Ensure reception desk is covered during the lobby’s open hours and answer all incoming phone lines during business hours, as well as monitoring front desk email
- Retrieve voicemail messages from general mailbox and route as appropriate; return calls as needed.
- Make reminder calls and messages to participants in a timely manner and inform participants of changes with schedules.
- Effectively manage participant facing interactions, including interactions with participants experiencing trauma and extreme stress.

- Accountable for the tidiness of front desk and lobby. Keep areas neat including picking up / recycling papers, keeping areas clear of donations, straightening bookshelves, etc. Communicate with Operations team to address janitorial or maintenance needs.
- Keep front desk, and vestibule stocked with brochures and other client forms.
- Create & update all signs for doors and lobby including holiday closures, hours, etc.
- Assist participants with check pick up and follow check pick up protocols,
- Support participants as needed with necessary appointment paperwork
- Support Front Desk Coordinator by providing secondary participant screenings as needed.
- Support Food Bank Intake team by completing enrollments, recertifications, and other intake tasks when the Food Bank Coordinator is on break or PTO.
- Support volunteers to complete front desk and lobby tasks and ensure that they feel welcome and appreciated.
- Contribute to the development of the team and functioning of the front desk and lobby
- Participate in Basic Needs Team discussions and contribute to the overall well-being of the group.
- Collaborate with Basic Needs Resource Navigators to support participant post-appointment.
- Update the EFAA messages playing on the lobby monitor, monthly or as needed.
- Attend all mandatory staff meetings.
- Other administrative duties as assigned.

Projects / Database

- Translate and interpret (Spanish-English/and vice versa) all forms, documents, program and policy information for clients, staff, and volunteers as requested.
- Navigate all platforms required for the proper functioning of this position including Community Connect, DaySmart, Volgisitics.
- Ensure all forms are current and available.
- Assist with clerical duties, mailings, data entry, copies, etc.

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned as necessitated by organizational demands.

Skills / Competencies

Required:

- Must have high school diploma or GED
- One to two years of administrative or customer service experience
- Verbal and written Spanish and English language proficiency
- Ability to maintain a high degree of confidentiality
- Excellent communication, grammar, punctuation, spelling skills
- Good organizational skills
- Works easily with a wide variety of volunteers, staff members, public, and participants from diverse backgrounds.
- Prior technology experience preferably using Microsoft Office including Outlook, Word, Excel and Teams.

- Ability and willingness to learn and navigate a variety of databases and tech platforms.
- Commitment to the mission of EFAA and the principals of diversity, equity and inclusion

Preferred Skills / Competencies:

- Experience working in a nonprofit, preferably with underserved populations
- Bachelor's degree, preferred.

Working Environment, Physical Activities and Equipment Used:

Physical agility to perform all aspects of the job including ability to lift up to 20 lbs., standing, walking and sitting for long periods of time. Regularly uses PC, laptop, various printers, calculator, copy machine, fax machine, label maker and phone system.

Take proper safety precautions, anticipate unsafe circumstances and act accordingly to prevent accidents. Adhere to and practice EFAA Safety Rules. Responsible for ensuring volunteers and supervised staff adhere to EFAA Safety Rules at all times.

Compensation

This is a full-time position (100 % FTE) scheduled 40 hours per week. The salary range for this position is \$20.00 - \$22.00 per hour. Competitive pay commensurate with education and experience.

Why You Should Apply

EFAA's culture is employee-focused, providing access to a generous benefits package including:

- Competitive paid time off and holidays
- Choice of employer-paid health insurance plans, including family coverage options
- Employer paid Simple IRA contributions
- RTD Ecopass
- Language bonus for bilingual English / Spanish employees
- Family friendly policies and practices
- A commitment to professional development and training

How to Apply

Please email your cover letter and resume to resumes@efaa.org with the subject line "Front Desk Support Associate". Applications will be reviewed on a rolling basis.

Non-Discrimination Policy

Our people are the foundation of who we are as an organization. Attracting, hiring and retaining diverse talent enables us to be more innovative and better serve our employees, volunteers, participants, and the community. EFAA is dedicated to the principles of equal employment opportunity (EEO). We are committed to recruiting, hiring, training and promoting qualified people of all backgrounds, regardless of age, race, sex, color, religion, creed, national origin or ancestry, disability, military status, sexual orientation, marital status or any other status protected by applicable state or local law.