



## **Position Description Front Office Coordinator**

### **GENERAL DESCRIPTION:**

The Front Office Coordinator/ Finance Assistant will answer and direct incoming calls, greet visitors and direct them to the appropriate location. This position will notify appropriate staff of visitor arrival. Directs volunteers to appropriate personnel and maintains volunteer/visitor logs. Proactively self-educates on ongoing organizational activities in order to provide information to incoming inquires. Maintain schedules of activities.

The position works closely with staff members, visitors, donors, partner families and volunteers to create a positive and professional atmosphere. In addition, support the other departments in a range of activities related to homeowner activities.

New employees will be required to successfully complete internal Mortgage Loan Originator training.

### **CORE RESPONSIBILITIES:**

- Answer telephone, screen and direct calls
- Take and relay messages as needed
- Provide information to callers
- Greet persons entering organization
- Direct visitors and volunteers to correct destination
- Deal with queries from the public and customers
- Ensures knowledge of staff movements in and out of organization
- General administrative and clerical support
- Receive, sort, and date stamp mail and deliveries
- Maintain the reception area

### **KNOWLEDGE, SKILLS, ABILITIES:**

- Professional personal presentation
- Excellent verbal and written communication skills
- Customer service orientation
- Information management
- Organizing and planning
- Attention to detail
- Initiative – Self Starter
- Reliable & Punctual

### **EDUCATION, EXPERIENCE:**

- High school diploma
- Knowledge of administrative and clerical procedures
- Strong knowledge of computers and Microsoft Office
- Knowledge of customer service principles and practices
- Keyboard skills

### **PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:**

This position is primarily performed at a desk in the office. Anticipated work schedule follows general 'business hours', with no fewer than 40 hours per week expected.

*This position is an hourly position commensurate with qualifications and experience.*

Pensacola Habitat for Humanity is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, marital status, national origin, or disability.

Email resumes to [info@pensacolahabitat.org](mailto:info@pensacolahabitat.org). No calls please.