

## Excel at Customer Service? Join Our Damien Center Team!

**Job Posting Title:** Front Desk Advocate

**Overview:** This role serves as the first point of contact for all persons entering the Albany Damien Center. With an upbeat and positive attitude, this person will greet everyone in a welcoming, smiling, trauma-informed, and friendly manner while providing assistance and directions in a fast-paced atmosphere.

**Salary & Benefits:** Full Time (37.50 hours) – hourly. Salary is \$15.00 per hour. Benefits include Blue Cross Blue Shield Health Insurance, Delta Dental insurance, MetLife life insurance, NYCON Flexible Spending Account, Mass Mutual Retirement with an employer match, and generous PTO (Paid Time Off) to encourage self-care. **Reports to:** Housing Program Manager

### Qualifications:

- One-year relevant experience in paid/volunteer work in a social services position.
- Experience answering the phone and greeting clients and visitors in a busy setting.
- Able to work in and grow our agency culture, in a diverse and multicultural setting, providing trauma-informed and harm reduction services to persons of diverse backgrounds.
- Ability to self-manage with good communication and interpersonal skills.
- Ability to maintain confidentiality and professional boundaries within agency and grant guidelines, as well as with clients and external service providers.
- Computer, e-mail, and data entry skills required.

### Responsibilities:

- Provide the highest and most consistent level of **customer service** by delivering professional, helpful, high quality service and trauma-informed assistance to each person who comes in the Damien Center. This includes, but is not limited to: answering the phone and directing calls; welcoming and greeting all members, staff, volunteers, and guests; greeting and recording names in the Electronic Health Records (EHR) system and Visitors Log.
- Monitor client roster for due dates of required agency paperwork; call to the attention of the Intake & Referral Specialist or other Primary Worker.
- Track member attendance in the Albany Damien Center's Electronic Health Records (EHR) system.
- Contact staff upon arrival of a new potential members. Log and distribute meal tickets for registered clients during designated times.
- Create and update the monthly, agency-wide Calendar of Events with the assistance of program staff.

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- Provide direction and assistance to front desk volunteers, as needed.
  - Sign for and notify appropriate staff upon receipt of package deliveries.
  - Assist the Housing Program Manager in the overall administration of the supportive housing program, such as conveying time-sensitive information to tenants and monitoring the safety and security of the building.
  - Follow Procedure Manual in the event of a fire/smoke alarm being activated.
  - Notify supervisor and other managers in the event of any emergency as defined in the Procedure Manual.
  - Provide crisis intervention services to all program tenants according to Procedure Manual.
  - Fully support and grow the Damien Center Pharmacy Program and work to support members in reducing barriers to help each person achieve durable HIV Viral Load Suppression.
  - Support and participate in a culture of philanthropy by recognizing that fundraising efforts—including donor relations and organizational agency communication— include all staff and are essential to carry out the work and mission of the organization. Secure member stories and assist in fundraising efforts as requested by supervisor.
  - Assist with client and guest sign-in or other support at agency special events.
  - Fully engage in self-care to promote physical, emotional, and spiritual well-being.
  - Keep workspace neat, clean and organized.
  - Attend full staff meetings and meet required 24 hours of annual training.
  - Other duties and special projects as assigned.

**The Albany Damien Center’s mission** is to enhance the lives of people affected by HIV/AIDS in an affirming environment and to reduce new infections in the communities we serve. **Our vision** is a community where people with HIV/AIDS achieve their desired potential and are respected as coworkers, neighbors, and friends, while striving for an HIV free generation.

**The Albany Damien Center is committed to building a culturally diverse staff** and strongly encourages applications from minority candidates, women, persons from our LGBTQ community, persons living with HIV/AIDS, and persons formerly homeless.

**To Apply: Please send 1) cover letter 2) resume and 3) list of three professional references by e-mail to [careers@albanydamiencenter.org](mailto:careers@albanydamiencenter.org)** Applications will be accepted via e-mail and are encouraged to have all attachments. Continuous recruitment until position filled.