



The Center for Family Justice

753 Fairfield Avenue
Bridgeport, CT 06604
(203) 334-6154
www.centerforfamilyjustice.org

Job Description

Title: Bilingual (Spanish) Crisis Intervention Receptionist

Date: November 2020

Reports to: Chief Information & Operations Officer

Status: Non-Exempt

Summary

Front line employee who represents The Center in a friendly and professional manner. Provides heavy telephone responsibilities and interacts with our clients and advocates on a daily basis in addition to providing clerical support to The Center's staff.

Responsibilities

Unit

- Manages phone center at front desk, including training staff on phone center and locating staff for callers.
- Provides information, welcomes and registers all visitors, clients, and volunteers. Assures that clients are handled compassionately and feel safe.
- Ensures that all visitors/contractors properly sign-in and sign-out, and that they are given visitor/contractor ID badges.
- Handles the processing of regular and bulk mailings including the completion of all related post office paperwork; records and tracks postage meter usage and keeps postage meter supplied sufficiently for the Center's weekly needs. As needed, leaves office at 4:50 to drop mail at post office.
- Receives maintenance requests and submits to Security/Maintenance staff member.
- Provides clerical support to The Center's staff.
- Assists Community Education Department with processing training enrollment.
- Assists in entering client surveys and in submitting results on a quarterly basis.
- Maintains assigned public calendars.
- Copies documents and keeps machines in working order and supplied.
- Coordinates vendors and obtains quotes.
- Tracks all newspaper media files as they come into The Center.
- Assists with the preparation of orders for office, electrical, and beverage supplies. Analyzes invoices for accounting.
- Faxes and distributes faxed material, orders business cards and letterhead.
- May open building, sets up lobby for the day and keeps lobby neat; secures building on occasion.

- Maintains First Aid kits on a monthly basis.
- Responsible for quarterly Fire drill.
- Reports and coordinates response to phone and voice mail problems.
- Maintains confidentiality and assists as needed.
- Schedules agency vehicle and keeps track of when service appointments are needed.
- Monitors CFJ security camera system periodically.
- Special projects as assigned by Chief Information and Operations Officer as well as the President/CEO.

Agency

- Attends agency meetings and staff development training as required

Qualifications

- High School diploma or equivalent.
- Ability to use Windows based PCs and experience using Microsoft Office Suite.
- Strong commitment to the Center's mission.
- Receptionist experience desirable.
- Excellent verbal and written communication skills.
- Can speak Spanish.
- Knowledge of office machines.
- Ability to work with diverse populations.
- Ability to handle multiple tasks.
- Must take and maintain Domestic Violence and Sexual Violence Standards Certification Training.

Note: The above statements are intended to describe the general nature and level of work being performed by people assigned to the classification. They reflect the essential elements and general responsibilities of the position, but are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. The performance of all essential functions listed is subject to reasonable accommodation in accordance with the Americans with Disabilities Act.