

## BETHESDA HOUSE OF SCHENECTADY, INC

<b>Position Title:</b>	Front Desk /Security		
<b>Responsible to:</b>	Director of Residential Services		
<b>Status:</b>	Full-time and Part-time, Hourly		
<b>Hours:</b>	Various shifts to ensure 24-hour coverage		
	<b><u>Weekends:</u></b>	<b><u>Weekdays:</u></b>	
	<b>First Shift:</b>	<b>8am – 4pm</b>	<b>8am – 4:30 pm</b>
	<b>Second Shift:</b>	<b>4pm – 12pm</b>	<b>4:00 pm – 12:00 am</b>
	<b>Third Shift:</b>	<b>12am – 8am</b>	<b>12am – 8am</b>

### **Function:**

Under the direction of the Director of Residential Services, the Front Desk /Security staff will be responsible to answer the switchboard, greet the public and program participants and will be responsible for maintaining a safe and welcoming environment. The position is responsible to enter client data into the appropriate HMIS database program when assigned by supervisor.

### **Duties/Responsibilities: (Will vary depending on shift)**

- Greet and direct all who enter the building.
- Complete COVID-19 Screening Protocol
- Answer incoming phone calls and follow procedures for directing calls to the appropriate staff member.
- Connect persons to the appropriate staff member for assistance using established protocol.
- Follow procedures related to incoming guests (for example, signing in for programs, following procedures for directing guests to the appropriate staff member, etc.)
- Monitor all security cameras as well as all visitors, residents and guests who enter and exit the building. Follow protocol for use of electronic (door buzzer) access.
- Be aware of all movement in and out of the building. Monitor behaviors and possessions going up to apartments and into the Hospitality Center.
- Enact safety plan or Emergency Plan when appropriate.
- Complete Hourly Rounds to confirm the building is secure and there are not issues or concerns.
- Complete hourly check in with Supervisors VM report any no-emergent matters to be addressed
- Follow On-Call protocol.
- Follow procedures for the Apartment Program related to curfew, visitors, etc.
- Follow all after-hours emergency or notification protocol.
- Keep records as required for the Log Book with appropriate information written clearly and in detail.
- Facilitate communication between staff, visitors, and guests, using the phone, paging system, etc. when necessary.
- Enter client daily data for the day programs into the appropriate HMIS database when assigned
- Contact Business Office for all business-related activities, for example, special deliveries,

- employment applications and resumes, etc.
- Attend morning and afternoon gatherings to collect schedule information for staff availability.
- Assist with the setup and break down of the overnight shelter and Code Blue equipment
- Adhere to the agency's policies and procedures and the personnel manual.
- Maintain appropriate boundaries and keep confidential information regarding employees, volunteers, residents and guests.
- Saturday and Sunday 8 a.m. to 4 p.m. staff member will:
  - Monitor the medically fragile shelter guests and distribute the brown bag lunch
- Other duties as assigned.

**Qualifications:**

- High School Diploma or equivalent. Associate's Degree preferred.
- Two to five years' experience in security and/or customer service.
- Strong communications skills.
- Computer literacy
- Knowledge of agencies, programs, and services in the community.
- Ability to recognize and respond in an emergency.
- Experience working with diverse and challenging consumers
- Ability to interact effectively with the public, volunteers, staff, and program participants.
- Ability to work both independently and as a team member
- Ability to read, understand and follow special instructions or requests from supervisor or others in authority.

**Essential Functions:**

- Ability to work assigned shift on a regular basis.
- Ability to work hours above normally scheduled work hours in an emergency to cover front desk duties.
- Ability to operate the agency phone system in a clear and professional manner
- Ability to take direction
- Ability to take initiative and work independently.
- Ability to effectively handle conflict and/or confrontation in order to reach a resolution satisfactory to all parties.
- Ability to effectively communicate (both orally and in written form) with peers and superiors.
- Ability to represent the agency in a positive, professional and patient manner to all parties with which she/he comes into contact.
- Ability to work with computers including the ability to work with automated output and the ability to enter data in automated systems.

Seasonal Duties:

Summer: At 6 a.m. and 6 p.m. – depending upon schedule – water all plants and flowers around the building. Property Manager to review this process

Winter: Keep all entry points doors are to be clear of snow and/or ice. Shovel and Ice Melt will be provided Property Manager to Review this process