



Title: Bilingual Receptionist/ Resource Referral Specialist

Reports to: Triage Manager

FLSA Status: Non-exempt

Summary:

The Receptionist / Resource Referral Specialist is responsible for all receptionist and clerical duties at the desk of our main entrance. In addition to welcoming and directing all visitors to the agency, this position will also provide information regarding HPP's services and refer to outside resources when appropriate. You will be the "face" of the agency for all visitors and will be responsible for the first impression we make both on the phone and in person.

The ideal candidate will have a friendly and easy going personality while also being very perceptive and disciplined. A customer-oriented approach is essential. The role of this position is to make clients and visitors feel comfortable and valued while on our premises. The Bilingual Receptionist/Resource Referral Specialist will provide a welcoming environment and advance a setting where professionalism, boundaries, and good communication will set the tone for building trust with clients and staff.

Essential Duties:

Reception:

- Warmly welcome clients and visitors, determine nature of visit and direct accordingly.
- Answer multi-line phone system, provide information and direct calls as appropriate.
- Register clients in computer system during main lobby closures.
- During times when clients are in the lower lobby, regularly monitor the waiting area and proactively de-escalate issues. Engage clients in a positive way to facilitate a pleasant waiting experience.
- Provide excellent customer service at all times. The essence of this customer service is forming a relationship with our clients, making them feel taken care of, listened to, respected, and welcome at HPP.
- Must be willing to promote safe work practices. Ability to quickly assess potential problems and to respond in a manner that de-escalates the problem. Will report, (and if possible correct) any unsafe conditions immediately. Must be depended on to use good judgment.
- Handle complaints or concerns in a helpful, kind, and courteous manner. Resolve the situations you can and calmly find assistance for those issues you cannot resolve.
- Ensure reception area is tidy and presentable, with all necessary materials (e.g. pens, forms, and brochures).
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges).
- Work collaboratively with the Client Services and Safety Liaison to ensure the safety of clients and staff.
- Must be punctual and reliable and clearly communicate any scheduled or unscheduled time off requests with ample notice when possible.

Resource Referral:

- As the first point of contact with HPP, help pre-screen individuals who have self-referred to HPP.
- Direct clients to our many groups and classes where appropriate.
- Provide external referrals to individuals who do not meet our criteria for receiving services at HPP.
- Maintain knowledge of HPP client criteria as well as outside resources appropriate for referral.
- Work closely with Community Health Worker and Triage Teams to ensure a continuity of care for our clients from the moment they enter our building or call our agency.
- Demonstrate initiative and familiarity with evolving community resources.

Professionalism/Teamwork:

- Maintain a high degree of professionalism and customer service at all times.
- Maintain a high level of confidentiality as it relates to clients, personnel, the agency and all records/documents.
- Work both independently and within a team to accomplish shared work goals.
- Maintain an open perspective and be an active and empathetic listener.
- Attend yearly de-escalation trainings.
- Problem-solve quickly and independently at times, while knowing when to ask for help.
- Actively participate in and contribute to weekly team meetings.

Desired Qualifications:

- Bilingual Spanish/English required.
- AA degree or higher in a field related to health, human services, or marketing from an accredited college or university OR 1-2 years of experience working in the field of customer service, family support, or community outreach.
- Ability to interact with individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone, in a courteous, friendly and professional manner.
- Excellent telephone manners and communications skills. Able to handle multiple phone lines.
- Excellent computer skills, particularly data entry, and attention to detail.
- Reliable and punctual with an excellent work ethic.
- 1-2 years reception experience preferred.
- Demonstrates excellent judgment, reception skills, and phone etiquette.
- Ability to work under pressure, multitask, and to maintain a calm demeanor at all times.

Physical Requirements: This position requires the ability to work under stress. The position may require moderate lifting.

Work Environment: Fast-paced, multi-cultural, collaborative work environment

Hours: 9-5 M-TH, 9-4 F

Salary: DOE + Excellent Benefits

Please reply with Bilingual Receptionist/ Resource Referral Specialist in the subject line to jobs@homelessprenatal.org. Applications must have the job title in the description to be accepted.

The Homeless Prenatal Program is an Equal Opportunity Employer and is committed to its mission of breaking the cycle of childhood poverty, one family at a time. Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.

About HPP:

The Homeless Prenatal Program (HPP) believes every family wants to deliver healthy babies and raise healthy children in a stable and nurturing home. Seizing the motivational opportunity created by pregnancy and parenthood, HPP partners with families to help them recognize their strengths and trust in their own capacity to transform their lives. At the heart of our program is non-judgmental, supportive case management provided by Family Case Managers, the majority of whom were once HPP clients themselves. As the first agency in San Francisco to hire and promote former clients as employees, HPP is unique in that the community it serves has – from the organization’s inception in 1989 – guided its growth and evolution. HPP serves over 3,500 clients per year through supportive, holistic programs including: Prenatal Classes and Support Group, Mental Health Services, Childcare Center, Housing Assistance, Low Income Tax Center, Emergency Services and Case Management.