



## Horizon North Housing Inc.

### **Job Description for: *Front Desk Monitors***

#### **Primary Duties:**

- Maintain Log (every shift) e-mail to Executive Director and print hard copy for log book
  - Comings and goings of Clients
  - Interactions with Clients
  - Monitoring of other buildings via cameras
  - Monitoring of rear of building and outside via video system
- Sign in and Out Clients
- Notify appropriate individuals in case of an emergency
  - On Call person
  - 911 if needed
  - Executive Director (if not on call) if needed
  - Write Incident Report – if any of above are contacted
- Prepare Maintenance Request Form for repairs – if needed
- Provide assistance to Clients such as
  - Looking up phone number
  - Reading directions on a package
- Sign up individuals for classes
- Liaison with outreach workers
- Welcome guests

#### **Secondary Duties:**

- Attend staff meetings if requested
- Assist with special projects and assignments
- Other duties as assigned

#### **Knowledge and Skills:**

- Good oral and written communication skills
- Ability in interact with people from all economic, educational and cultural backgrounds
- Ability to work cooperatively and effectively with coordinating agencies and service providers
- Ability to sit for extended period of time is required.
- Ability to use Word, e-mail and scanner
- Ability to establish rapport with residents and their families and guest
- Confidentiality is required

#### **Minimum Requirements:**

- High School Diploma or its equivalent (GED)
- Knowledge of Microsoft Office and e-mail
- Must be a minimum of eighteen (18) years of age

This position reports to the Executive Director.