



JOB TITLE Front Desk Associate
REPORTS TO Housing Programs Manager
FSLA STATUS
LOCATION Boulder, CO

SUMMARY OF POSITION

Attention Homes seeks a Front Desk Associate for the Attention Homes Apartments, a permanent supportive housing project for 18-24 year-olds experiencing homelessness. This person will be responsible for staffing the front desk at 1440 Pine St. Access to the project units will be staffed 24 hours a day, seven days a week to monitor access by residents, visitors, service providers, etc. Front Desk Associates will be trained in Positive Youth Development, Crisis De-escalation, Trauma Informed Care and Housing First best practices. The primary role of Front Desk Staff is to manage the secure access to the building and to assess and intervene in crisis or safety incidents. Additionally, the Front Desk Staff will be responsible for documenting entry and exit from the building and maintaining a safe and welcoming entrance.

Hours for this position are 6:00pm-12:30am

AREAS OF OVERSIGHT

- **Front Desk Reception**
 - Greets clients and guests, manage sign-in of all people entering and exiting the building, handles inquiries, and directs them to the appropriate persons according to their needs.
 - Maintains appearance and environment of waiting/front desk areas based on company standards and expectations.
 - Tasks related to the general upkeep of the office. Answering telephones, checking and sorting mail.
- **Communications and Community Engagement**
 - Interface with community and neighborhood members coming into building to learn more about Attention Homes and programming.
 - Provide necessary information to anyone entering the building.

PRIMARY RESPONSIBILITIES

- Greet clients and guests, manage sign-in of all people entering and exiting the building, handles inquiries, and directs them to the appropriate persons according to their needs.
- Maintain appearance and environment of waiting/front desk areas based on company standards and expectations.
- Tasks related to the general upkeep of the office. Answering telephones, checking and sorting mail.



- Data entry as needed.
- Complete all required paperwork and exchange information with other staff members verbally and/or via email and shift logs.
- Work as a team member with other staff to maintain a safe and supportive environment for the residents.
- Enforce building policies and maintain boundaries in a consistent manner. Deny admission to individuals who may create unsafe or hostile conditions.
- Work closely with Housing Programs Manager, Ross Property Manager, Transition Specialists, and other Attention Homes Apartments Program Staff.

PROFESSIONAL QUALIFICATIONS

- **Required**
 - Knowledge of and ability to use Microsoft Office and Excel
 - Meticulous attention to detail and very good organizing and troubleshooting skills
 - An ability to multi-task and quickly shift between all facets of the job.
 - Ability to perform accurate data entry and produce high quality, professional work
 - Willingness to grow, learn and empower others
 - Strong verbal communication, written communication, and interpersonal skills
 - Sensitivity to the needs of at-risk youth in the care of Attention Homes
 - A background check passing grade
 - Experience with databases
 - Some evening and weekend work is required. Must have reliable transportation
- **Preferred**
 - Bachelor's degree
 - Previous experience working with/knowledge of databases.
 - Nonprofit or related experience and a willingness to learn

COMPENSATION

Attention Homes offers competitive compensation and benefits such as PTO (or work/life solutions), medical, dental, and vision in addition to a 403(b) plan.

TO APPLY

Email resume and cover letter to: contactah@attentionhomes.org.



Attention Homes is a drug-free workplace. Candidates and employees must be able to pass a criminal background check.

Attention Homes is an Equal Opportunity Employer and prohibits discrimination and harassment of any kind. We are strategically invested in creating an equitable, diverse and inclusive work environment. All employment decisions are based on business needs, job requirements and individual qualifications, without regard to race, color, religion or belief, [...], family or parental status, or any other status protected by the laws or regulations in the locations where we operate.

ABOUT ATTENTION HOMES

Attention Homes provides housing and supportive services to young people ages 12-24. Through a continuum of care, we move young people from the streets or unsafe living situations into programs that support their education, employment, housing situation, and overall well-being to successfully launch into adulthood. We operate a Residential Care Facility for youth requiring out of home placements; a Runaway and Homeless Shelter including street outreach, a daytime drop-in center and overnight emergency shelter; a Transitional Living Program, and a supportive housing project. We are a not-for-profit organization, registered as a 501(c)3. For more information, visit www.attentionhomes.org

Last updated: February 10, 2020