Description: The position serves as the receptionist and coordinates numerous front office administrative and intake assistance for case manager duties in a fast-paced environment. This position is the first person representing the agency in meeting clients, volunteers, donors, and the general public, and helps to set the tone of a compassionate and professional environment. This position will primarily be stationed at the East Side ICS office on Old Spanish Trail.

Duties and Responsibilities:
- Interact with participants, volunteers, and staff in a professional manner, reflecting ICS’s Core Values: Respect, Integrity, Compassion, Collaboration, and Growth.
- Coordinate and ensure a consistent welcoming, compassionate, and calm front reception area for visitors, clients, donors, volunteers, and staff.
- Provide information on ICS programs and the agency to visitors.
- Supervise, train and schedule front desk volunteers.
- Lead the training of volunteers on phone protocol.
- Coordinate the intake process and closely working with case managers to coordinate client information for all ICS sites.
- Receiving and routing phone calls and visitors.
- Oversee and monitor data entry into Efforts to Outcome database for financial assistance recipients for both offices.
- Document and prepare correspondence for in-kind donations.
- Assists the Gifts of Love Programs with volunteer participants.
- Provide support to other staff as available, for program and organizational activities.
- Clerical duties including but not limited to prepare and process mailings, data input, and correspondence; prepare training packets, make photo copies, send/receive faxes, and restock brochures, etc.
- Handle all postal responsibilities for the office mail.
- Check general ICS emails daily and distribute to appropriate staff.

Additional Duties:
- Attend monthly staff meetings.
- Participate in additional training programs when requested.
- Participate in ICS volunteer recruitment and recognition, fund raising, newsletter article writing, and other agency projects as needed.

Qualifications: This position requires strong verbal and written skills; strong computer skills including Microsoft Office Suite, Outlook, word processing, spreadsheets, and data entry. Ability to learn and masters the Efforts to Outcome database system. The ability to communicate compassionately, clearly, and tactfully with the public and volunteers is essential. A minimum of 2 years of general office experience and bi-lingual (Spanish) skills are preferred. Experience in handling a phone system with multiple lines is preferred. Must have reliable transportation and valid driver’s license.

Reports to: Social Services Manager

Supervises: Front Office Volunteers
**Work Schedule:** Full Time, Monday through Friday, 40 hours per week, 8:30am to 4:30pm with limited flexibility.

**FLSA exemption status:** Non-Exempt

**Compensation:** Depending on qualifications and experience. Benefits provided include group health insurance, Simple IRA, generous Paid Time Off, and paid holidays.

Send resume, salary requirements and three professional references to: recruiting@icstucson.org. This position will remain open until filled, however, we will conduct first reviews of applications on **Wednesday, June 24, 2020 at 9am.**