

Job Posting Receptionist

Cascade AIDS Project (CAP), the oldest and largest AIDS Service Organization (ASO) in Oregon and Southwest Washington. We support and empower all people living with or affected by HIV, reduce stigma, and provide the LGBTQ+ community with compassionate healthcare. Learn more about us at <http://www.cascadeaids.org/>.

CAP is excited to announce that we are currently hiring an experienced receptionist to provide high-quality customer service for our clients and visitors. This individual is part of Cascade AIDS Project's Housing and Support Services Department and serves as the first point of contact and liaison between clients/visitors and CAP service providers. They are expected to conduct themselves with a high degree of professionalism by treating all CAP visitors with respect and courtesy. The receptionist is responsible for creating an atmosphere of comfort and compassion for CAP clients and visitors. This is a full-time 1.0 FTE position, which reports to the Manager of Supportive Programming.

Responsibilities include: overseeing front desk lobby, greeting walk-ins, maintaining general tidiness of area, monitoring client/visitor conduct, being the first point of contact for clients/visitors experiencing crisis, providing internal staff and service referrals to walk-ins and callers, implementing daily opening and closing procedures of front office, operating switchboard with multiple incoming lines and approximately 100 extensions, greeting callers, taking accurate messages and referring them to an appropriate person, assists AP/Payroll Coordinator or other staff with processing CAP mail, providing general clerical support to agency staff including light typing, labeling and stuffing envelopes, copying documents and maintaining records, managing incoming job applications as per established procedures, participating in appropriate trainings and community, department, and agency meetings as assigned, communicating with Housing and Support Services team members about client concerns related to the reception area, and other duties as assigned.

The person in this position is stationed in the CAP main office in downtown Portland. Evening and weekend work is required. This is a non-management, union-represented position.

Required Qualifications:

- ✓ High school diploma or equivalency plus one year of reception experience in a high-volume, service based organization
- ✓ Demonstrated computer and keyboard proficiency using Microsoft Office software (Word, Excel, Access, and Outlook) and working knowledge of the Internet
- ✓ Skilled in operating office equipment such as photo copier/scanner/fax machine, and multi-line phone system
- ✓ At least one year of experience performing data entry in electronic databases
- ✓ High degree of accuracy
- ✓ Demonstrated problem-solving skills

- ✓ Demonstrated ability to effectively collaborate with community stakeholders and internal team members
- ✓ Ability to work independently or within a team with accountability and exercise sound judgment, discretion and professionalism at all times
- ✓ Strong organizational and time management skills and attention to detail
- ✓ Excellent written and oral communication skills
- ✓ Excellent interpersonal skills
- ✓ Knowledge of how to access social services and benefit programs
- ✓ Successful experience working with ethnic, racial, economic and sexually diverse populations and persons who have experienced homelessness, persons with a mental illness and/or substance addiction
- ✓ Experience working in settings that require discretion and keeping information confidential

PREFERRED QUALIFICATIONS:

- ✓ Bachelor's Degree in healthcare management, human/social services field (social work, public or community health, psychology), or related field
- ✓ Previous experience working in a social service agency
- ✓ Verbal and written fluency in Spanish
- ✓ Experience using proper pronouns and preferred names when communicating with clients and staff
- ✓ Previous work experience or knowledge of local Housing resources and service providers
- ✓ Experience using de-escalation and crisis intervention strategies
- ✓ Knowledge of and experience collaborating with agencies that serve the homeless population and community partners

Compensation: \$34,664 annually, plus employer-paid health, dental, vision, short-term and long-term disability and life insurance; 401(k) retirement plan with generous employer matching contribution, 125C cafeteria savings plan; generous vacation and health leave benefits.

NOTE: This is a union represented position.
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Closing Date: Open until filled.

To apply for this position, mail, email, fax, or deliver the following three documents:
1) a complete cover letter (attached as Word or pdf) that serves as an example of your writing and addresses how you meet all of the required qualifications specific to the position you are applying for,
2) your resume, and 3) a completed CAP Employment application (available at <http://www.cascadeaids.org/about/careers/>) to:

Cascade AIDS Project
Reception Position
520 NW Davis St., Suite 215
Portland, Oregon 97209

Fax: 503-223-6437
Or by email to:
jobs@cascadeaids.org

Cascade AIDS Project is an Equal Employment Opportunity/Affirmative Action Employer
People of color, women, LGBTQ individuals and people living with HIV are strongly encouraged to apply