



## FRONT DESK & OFFICE COORDINATOR

### ABOUT US:

Hospice of Santa Barbara, Inc., the second oldest Hospice in the United States, is a unique and innovative organization that serves several hundred children and adults monthly who are either impacted by a life threatening illness or grieving the loss of a loved one. All of our services are provided free of charge. We do not receive any government funding or reimbursements nor do we receive any commercial insurance payments. We are dependent upon community support for all that we do. We have a highly committed staff and foster a positive, collaborative, and creative work environment. We make a difference in the lives of thousands of people every year and believe it is a privilege to be serving others.

### ABOUT THE POSITION:

As Hospice of Santa Barbara's *Front Desk & Office Coordinator* your primary responsibility will be to manage incoming calls and greet those visiting our office. In this multi-faceted administrative position, you will be the first point of contact to help reinforce HSB as a professional service organization. Aside from managing the phones and facilitating client appointments, you will also manage the office not only for general cleanliness, order and comfort, but to ensure our administrative processes are as smooth and streamlined as possible. As part of the Operations team, you will also have the opportunity to support employee programs where your contributions will directly impact our employee and work culture. Specifically, your essential duties and responsibilities will be as follows....

#### Front Desk Reception

- Manage the reception desk by answering all incoming calls to the agency and greet all visitors by providing courteous, professional service to clients, callers and visitors.
- Maintain the phone system including managing the agency's voicemail greetings and mailbox, maintaining an updated phone directory (with new hires and terminations), providing staff training and support and liaising with phone vendor as needed.
- Maintain an updated employee contact list with phone extensions and phone numbers.
- Maintain the mail room by stocking paper, toner, envelopes, specialty paper including stocking forms, papers, toner, etc.
- Retrieve mail on a daily basis and distribute to employee mailboxes.
- Keep a supply of postage stamps and replenish as needed.
- Monitor fax machine and route incoming/outgoing faxes.
- Oversee the agency's (reception) library by tracking inventory of books and maintaining a process for books to be checked out.
- Maintain overall workspace and reception area to ensure cleanliness and welcoming environment (library, coffee table tidy, flowers if available, group flyers stacked neatly, etc.).

#### Office Coordination

- Serve as the point of contact for necessary office repairs and maintenance; contact the agency's maintenance company to coordinate repair of the facility.
- Monitor the kitchen for general cleanliness and tidiness; maintain systems to keep cupboards organized and stocked.
- Monitor the office for general organization and flow; ensure furniture is in place, rugs and pictures are straight and address any office issues needing resolution.
- Monitor inventory of office supplies and place supply orders as needed and requested; maintain supply closet organization.
- Monitor orders for restroom/janitorial supplies; complete restroom check-ins to make sure things are stocked and tidy.

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- Maintain a documented office opening and closing procedure or other necessary office procedures.
- Each morning, check general voicemail box for client counseling cancellations (or staff absences) and contact clients with need to reschedule.
- Oversee meeting room reservations for counseling staff; on a daily basis, review counseling schedule and book meetings rooms as needed; print out meeting room schedule each night in preparation for the next day (for front desk clipboard); update meeting room availability as meetings or clients cancel.

### **Operations**

- Provide proactive ideas and thoughts on new or refined processes so as to increase efficiency, productivity and general effectiveness of our various systems.
- Serve as liaison with vendor for business cards, name tags, employment anniversary gifts; orchestrate proofs and place orders as needed or directed.
- Provide administrative support with various employee processes: assistance with employee on or off-boarding, updating various tracking and files, routing necessary paperwork, creating meeting schedules, creating check requests or other.
- Provide meeting or event support (printing docs, ordering food, setting up, etc.) as directed by Manager.
- Monitor employee community board for 30-day post limit.
- Other duties as may be assigned by Manager.

### **WHAT YOU'LL NEED:**

- Bachelor's degree or equivalent work experience in a professional setting
- Bilingual (Fluent in English and Spanish)
- Demonstrated ability in telephone and customer service skills, including the ability to handle difficult calls with tact, poise and patience.
- Ability to multi-task, handle interruptions and juggle competing priorities
- Tech savvy; comfortable with various software applications; proficiency with Microsoft Office suite
- Uses discernment in sharing information; has utmost respect for client and employee confidentiality
- Promotes a healthy employee culture, collaborates well with others, has a "no task is too small" perspective
- Quick learner, no hesitation in asking questions
- Excellent communication skills, written and verbal
- Good with details!
- Self starter - takes initiative, likes to problem-solve, thinks critically about the task at hand, wants to be a contribution, influencer
- Commitment to the internal standard by which we uphold professionalism, further the agency's mission, and work cooperatively and collaboratively as a team

To apply, please send your resume and cover letter to [hsbhumanresources@gmail.com](mailto:hsbhumanresources@gmail.com). **Please do not apply without your cover letter!** We want to hear your voice as to why this career opportunity is of interest to you and why you believe HSB is the right choice for your next step!