

Veteran Service Center Receptionist (Clarksville)

Position: Part Time / Regular Non-Exempt

Supervisor: Services Center Senior Case Manger

Description: As a member of the Service Center Team at Operation Stand Down Tennessee (OSDTN), The service Center Receptionist will provide both direct service to Veterans and community members accessing services at OSDTN and clerical duties to ensure smooth operation of the Service Center.

Principal Duties and Responsibilities:

Service to Clients / Community:

1. Facilitates scheduled/nonscheduled walk-in client and community member access to agency information, staff, services and/or groups.
2. Facilitates phone client and community member access to agency information, staff, services and/or groups.
3. Participates in monitoring client in the, waiting area and physical access to office space and as necessary, intervenes to ensure orderly, safe and secure use of facility.
4. Assists agency professional staff and/or clients to: secure needed program(s) eligibility documentation, complete intake and other informational forms, and/or secure appointments with partner agencies/services.
5. Distribute to clients: mail, clothing, nutrition and hygiene items.
6. Participates in efforts to compilation of ancillary health, financial, housing, practical and social services directory to assist with client referral to services.
7. Participates with team to identify, develop and implement best practices for services.
8. Maintains needed documentation of services rendered.
9. Maintains work consistent with Department/Team Quality Assurance Standards.

Clerical:

1. Enter clients required information into the Clients Track system.
2. Enters clients basic services data, into the Access Database
3. Creates and maintains L drive Client track files.
4. Maintain the electronic sign in sheet

General Duties:

1. Adheres to Agency and Department policies and procedures
2. Participates in Agency and Department meetings and events, collection of data/information.
3. Performs other duties as designated by supervisor or Agency.

Qualifications / Knowledge

Position:

1. Associate degree or five years of experience in customer service, preferably in a social services setting.
2. Preferred paid/volunteer experience in Veteran/Veteran family settings.

Personal:

1. Veteran, preferred.
2. Excellent customer service skills; energetic, outgoing, engaging and personable.
3. Excellent organizational, multi-tasking and time management skills.
4. Ability to motivate clients toward success.
5. Compassionate, energetic and team focused.

Agency:

1. Working knowledge of automated data processing programs including windows based programs (Word, Outlook, Access and Excel).
2. Possess valid, current Tennessee driver's license.

Physical Demands:

The employee must be able to drive a vehicle and operate computer equipment, occasionally lift maximum weight of 30 pounds.

Work Environment:

The work environment will reflect components of the employee's job tasks. 90% of tasks will be completed in the OSDTN office with 10% being performed at community events or agencies.

Please e-mail willie.celestine@osdtn.org, Word / PDF-only documents may be e-mailed, please include **Veteran Service Center Receptionist** Keeping position in the subject line. No phone calls accepted.