



JOB POSTING

JOB TITLE: Residential Services Office Coordinator 01.2024
REPORTS TO: Director of Residential Services
STATUS: Full Time; Non-Exempt
PAY RATE: \$20-22/hour, DOE

PRIMARY FUNCTIONS:

- Act as the gatekeeper to the residential services office and first point of contact to external individuals, handling tasks ranging from reception duties to assisting with special administrative projects as necessary.
- Responsible for the day-to-day operations of the residential services office; answer phones, take messages, prepare correspondence, file, schedule, and operate office equipment, to include copier and fax machines.
- Maintain Daily Housing Log and assist with maintenance of residential files.
- Assist with data collection and grants support.
- Perform computer data entry work for client and donor databases, demonstrated proficiency in MS Office necessary.
- Greet and route clients and visitors, maintain logs and tracking documents, and update files.
- Responsible for inventory and ordering office supplies.
- Assist as needed with urine screens, residential peer mentoring, and other client support functions.
- Willing to participate actively in program and agency special events as needed, be cross-trained and cross-train others in support of program objectives.
- Support the mission of the VOC, and collaboration both inside and outside of the organization.

JOB QUALIFICATIONS:

- Associate degree in administrative support, business, or related field, and two + years of related experience in a similar setting.
- Highly proficient computer skills with advanced knowledge of Microsoft Office applications (Outlook, Excel, Word, Power Point).
- A veteran or a person with demonstrated knowledge of and experience with veterans' issues and special needs.
- A nonjudgmental approach that reflects cultural competency and sensitivity to the unique needs and diverse experiences of the individuals served.
- Effective interpersonal communication skills; a willingness to be helpful, flexible, patient, and creative; and the ability to remain calm during crisis situations are required.
- Accountable, organized, and able to collect data, write reports, and maintain accurate files.
- Ability to maintain a high level of professional poise, courtesy, tact, and resourcefulness in greeting and dealing with a diverse population of clients, visitors, and staff.
- Possess a valid New York State driver's license and have reliable transportation.
- Strong ethical character with ability to abide by VOC values of Respect, Integrity, Service and Excellence.

***Veterans Outreach Center, Inc. is an equal opportunity employer.
Veterans of the U.S. Armed Forces are encouraged to apply.***