



Job Title: Social Services Receptionist

Classification: Full-Time (40 hours/week)

Pay: \$21 per hour

Hours: Monday - Friday from 8 am to 5 pm.

Reports to: Social Services Supervisor

Work Location: In-Person

Casa Familiar (Casa) was founded in 1973 and is a 501(c)(3) community-based organization dedicated to serving residents in South San Diego County and specifically the border community of San Ysidro.

The mission of Casa Familiar is to enhance quality of life for people living in underserved and underrepresented communities.

Casa Familiar Values: Integrity, Respect, Familia, Culture & Community

About this Position

The Social Services Receptionist will play an important role in ensuring smooth operations and effective communication between Social Service and community members as well as with other programs and external partners. This position requires supporting the Social Services team with scheduling appointments, greeting community members, and routine communication with the public (on the phone and in-person) and staff internally. The ideal candidate possesses excellent ethical and professional skills, interpersonal skills, attention to detail, and the ability to manage multiple tasks simultaneously.

Key Responsibilities

Client Scheduling and Intake

- Create and confirm appointments for the Social Services team in a timely manner
- Manage calendars for booking appointments with each team member
- Provide questionnaires and service requirements to community members
- Ensure community members have all forms completed prior to their appointment
- Complete initial intake process with first-time community members, which consists of inputting data in Salesforce
- Receive, handle and track payment for services provided
- Perform additional duties as assigned

Calls and Information

- Answer all incoming calls and route them accordingly in a polite and friendly manner



- Conduct follow-up calls at the beginning of each business day to confirm appointments
- Provide timely information to clients and the public about Casa Familiar's programs and services
- Stay up-to-date with programs and services offered at Casa Familiar to best direct community members and the public

Administrative

- Assist the Lead Receptionist with administrative tasks as needed
- Attend All-Staff meetings, regularly scheduled team meetings, supervision meetings, and other meetings assigned
- Collaborate across teams to support the organization
- Assist the community event committee assigned to and successfully complete the responsibilities assigned
- Represent Casa Familiar in a positive and professional manner
- Supports the mission, vision, and values of Casa Familiar
- Other duties as assigned by the Community Services Director and/or Social Services Supervisor

Education & Experience

- High school diploma, associate degree preferred
- Minimum of 2 years of experience in reception, front desk, and serving underserved and underrepresented communities
- Minimum of 1 year of experience managing confidential information with professionalism and discretion and inputting data into a cloud-based software
- Proficient in Microsoft Office Suite programs including Word, Excel, PowerPoint, etc.
- Fluent in both English and Spanish, with excellent verbal and written communication skills in both languages
- COVID-19 full vaccination
- Reliable transportation and a valid California Driver's License (Required)

Essential Skills

- Excellent advocacy skills and committed to serving underserved and underrepresented communities
- Excellent effective communication, verbal and written, and interpersonal skills
- Collaborative attitude that seeks to inspire and motivate others
- Ethical, professional, and reliable
- Attendance and punctuality are a MUST
- Ability to multi-task



- Positive attitude and team player
- Patient, resourceful, and motivated to problem solve
- Organizational skills and attention to detail
- Ability to meet deadlines and goals

On the Job Training Requirements:

1. Cash Box Training & Review of Cash Handling Policies
2. Agency Phones System
3. Social Services Policies
4. Salesforce Training
5. Successfully pass required background check

Additional

This position requires sitting at a desk or workstation, walking, standing, climbing stairs, hearing, speaking, being able to lift up to 25 lb. and able to drive to different locations and do other errands pertaining to organizational operations. A background check is required. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire. This is a full-time position with occasional work responsibilities on weekends and/or evenings, depending on the season calendar.

Benefits:

- Medical, dental, vision, and life insurance
- Retirement: 403(b) – Casa contributes 3% of the annual income.
- Paid Time Off
- Paid Bereavement
- Paid Jury Duty
- Employee Retention Benefit

Casa Familiar is an equal employment opportunity employer. Casa does not and shall not discriminate based on race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

If you have any questions, please send an email to hr@casafamiliar.org and include your first and last name, along with the position title for which you are applying, in the subject line of the email.