Title: Ambassador of Guest Experience

Position Summary: This position is the face for public interactions with The Children's Place. You will oversee the front desk, greet visitors and clients, answer the telephone, complete clerical assignments as requested by the Clinical and Management staff, and manage light/medium facilities projects.

Job Type: This is a part-time position

Hours:

Tuesday 8:00 am – 2:00 pm

Wednesday 8:00 am – 2:00 pm

Thursday 8:00 am – 2:00 pm

Friday 8:00 am – 3:00 pm

Program: Cross Programs

Reporting Structure: Reports to VP of Operations

Responsibilities:

- Effectively communicate with clients and staff in a professional, respectful and friendly manner.
- Answer telephone calls, refer incoming calls to the appropriate person, forwarding the call to voice mail or taking a message.
- Greet all individuals entering the reception area. Refer visitors or clients to the appropriate staff member. Receive packages and deliveries. Place in Donation Drop-Off closet.
- After 12:00 pm, print schedule of outpatient appointments for the following day. Call to confirm appointments and note confirmations on the printed sheet.
- Coordinate with Day Treatment whenever a child is brought in or taken out during the course of the day. The adult must sign the child in/out on the Day Treatment Sign In/Out form. The receptionist will check the adult's ID before releasing the child.

- Oversee the acceptance of payments by clients and accurate running of credit card payments.
- Keep accurate records of payments received and report them to the appropriate departments.
- Ensure Client Emergency Contact/Notifications are updated regularly.
- Supervise children in the waiting area when necessary.
- Keep the reception area clean and organized.
- Keep updated list of current meetings and therapy sessions.
- Provide job applications to potential employees.
- Accept items being donated. Let a member of the Development Team know when a donation is brought in. Notify Resource Development regarding in-kind donations.
- Process ingoing and outgoing mail, packages and deliveries.
- Oversee the employee Snack Bar (collecting money, restocking snacks). Procure snacks when inventory is low.
- Follow proper building opening and closing procedures including setting the alarm if you are the last one out.
- Receive attendance and transportation calls and communicate the information to the appropriate staff.
- Perform clerical duties and other duties as assigned.
- Manage facility maintenance projects acting as primary point of contact for projects to which you are assigned.

Skills, Experience, and Education:

- Knowledge of the role of a mandated reporter
- Knowledge of client needs/issues (e.g. abuse, neglect, trauma, protective services)
- Proficient of the English language, both verbal and written
- Effective organizational and time management skills
- Demonstrated track record of accuracy, timeliness, dependability and reliability
- Competence and ability to operate a personal computer, familiar with the Microsoft Suite of programs, and other standard office equipment
- Demonstrated ability to maintain confidentiality regarding records, clients and sensitive data
- Interpersonal style that is conducive to executing a multidisciplinary team approach
- Utilize self-care strategies
- Ability to communicate directly and effectively with clients, caregivers, staff, supervisor, teammates and other professionals
- Ability to engage and work effectively with diverse staff, clients, caregivers and other professionals

Mission Statement: Our mission is to help children and families heal from life's deepest hurts. We work to restore childhood. We tirelessly pursue, find and celebrate

healing for young children in our community who have faced trauma, enabling children to lead happy, healthy, hopeful lives.

This is a Place for You:

We believe in resiliency and the capacity to heal; our mission is to help children and families heal from life's deepest hurts.

We believe everyone has a unique life story, and we will listen and stand with those who
have felt hurt or vulnerable.

We believe everyone experiences pain. It is the expression of this pain and discomfort
that allows for learning and growth.

We believe people are our most vital asset, and healing occurs within the context of relationships. We will work to build an inclusive community where all people feel they
are noticed and belong.

We celebrate people from every color, race, ethnicity, place of origin, religion, age, gender, sexual orientation, gender identity and/or expression, socio-economic status, family structure, and those with differences in ability.

We commit to hiring a workforce and recruiting board members to encourage the representation of all groups and perspectives. The children and families we serve deserve to enter a Place filled with people who reflect their own diversity.

Furthermore, we see acts of racism and its resulting inequities in our world and will actively work to be an equitable and antiracist Place. Through consistent professional training and
development, we commit to creating an environment where all people can say they are
welcomed, respected and safe to be themselves.

Working Conditions:

- Ability to access multiple levels of the agency’s building.
- When required, be responsible for client physical safety.
- Must understand and follow building security procedures.
- Business casual office attire.
- Possible exposure to childhood diseases, Flu and COVID vaccination highly encouraged.
- Exposure to sensitive client subject matter.
- Other normal office environment and conditions.

Organizational Culture:

We're committed to supporting our team members—professionally, personally, and holistically. We work hard but also value self-care and are intentional on providing benefits that help employees take care of themselves and their dependents. We believe in celebrating each other, and also rallying around the unified passion for helping children heal from their hurts and thrive. Here's what you can expect:

Equal Opportunity Employer:

The Children's Place is an Equal Opportunity Employer. We are committed to creating an inclusive environment for all employees and applicants. Employment decisions are made without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, marital status, veteran status, genetic information, or any other protected status under applicable laws. We believe that diversity and inclusion are key to our success and encourage individuals from all backgrounds to apply.

Disclaimer

Other duties will be required/requested for effective job performance. This is not a contract for employment but an outline of essential functions and expectations.