



## FRONT DESK COORDINATOR

**Department/Team:** Care Team

**FLSA Status:** Non-Exempt

**Hours:** Monday-Friday 7:00 a.m. to 11:00 a.m.

**Reports To:** Day Program Director

### AMAZING PLACE OVERVIEW:

Founded in 1996 by visionary minister Rev. Dean Robinson from St. Luke's United Methodist Church, Amazing Place is a faith-based, state-licensed nonprofit organization governed by a coalition of 15 churches throughout Houston, Texas. At Amazing Place, we are dedicated to our core mission: **empowering lives disrupted by dementia**, with the ultimate vision of **ending the stigma of dementia**. This pursuit has led us to adopt a twofold approach:

1. Our **Day Program**, located in a state-of-the-art wellness center, offers Participants with mild to moderate dementia a place to thrive by providing the best in health, family, and culinary services in addition to an evidence-based, meticulously planned curriculum.
2. Our **Connections Program** provides a full range of free to low-cost education, training, engagement, and support opportunities for caregivers, health professionals, and communities throughout Houston.

### POSITION OVERVIEW:

The Front Desk Coordinator is an enthusiastic member of the Amazing Place team, approaching work with energy and creativity. The Front Desk Coordinator welcomes all to Amazing Place – participants, families, volunteers, staff and visitors – and plays a pivotal role in setting a warm and hospitable atmosphere for the organization. Ensuring participant safety is a critical component of the position. In addition to these duties, other administrative work is assigned on an ongoing and as needed basis.

### RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:

- Welcome families and caregivers warmly each day to assist them and their loved ones in making the transition to a care center environment. Check-in participants, provide them with name tags, and direct the participant safely into the Program Room. At the end of the day, check-out the

participant to the appropriate caregiver and return nametags to our storage system. Also, ensures that all participants are signed in at the beginning of the day and signed out at the end of the day.

- Report any unusual observations regarding the participants and their needs to Participant Program Director, Nurse, or Care Team Director.
- Monitor all security cameras from Front Desk Coordinator's desk to ensure participant safety.
- Ensure that participants are picked up by the appropriate person (appropriate family member, taxi service, RIDES, vehicle, MetroLift).
- Monitor any participant's unusual entry into the lobby during the day and follow procedures if a participant tries to elope.
- Be familiar with all emergency safety procedures of Amazing Place.
- In the event of an emergency, the Front Desk Coordinator's desk is the central communication point to direct Emergency Responders to the appropriate area.
- Ensure that the Amazing Place cell phone is always fully charged.
- In the event of a fire or a fire drill, bring the sign-in sheet and megaphone to call attendance when we have met in our safe place.
- Maintain storage system for all participant nametags and be able to create nametags as needed with information provided by Care Team Director.
- Be proficient in the ADS and Volgistics data bases and enter attendance into the data base daily. Provide a monthly report to the Accountant and any other related reports as needed.
- Provide paper name tags to all visitors so they are easily recognized.
- Demonstrate both flexibility and responsibility in understanding and interpreting various needs of our participants and their families.
- Answer all incoming calls and direct to the appropriate extension. Provide a pleasant voice and be helpful to all who call with questions. Distribute messages on a timely basis.
- Maintain employee directories; both internal with extensions and external with cell phones.
- Ensure that someone is always at the desk, whether a volunteer or staff member.
- Ensure that the lobby is always kept presentable and organized and that materials are in full supply and that any trash, cups are removed.
- Maintain the appropriate signs in the lobby.
- Copy all menus and calendars for display in lobby area according to state regulations.
- Post signs on the door when Amazing Place will be closed for holidays and staff training. Additionally, verbally remind caregivers of those closure dates.
- Maintain AP Staff and Participant Electronic Calendars
- Keep sign in books/systems available for volunteers and visitors and in-kind contributions that are dropped off.
- Keep sign-in books/system for in-kind contributions and ensure that hand written in-kind acknowledgments are completed in 7 days utilizing volunteers when able.
- Distribute incoming mail to staff mailboxes.
- Keep mail room clean and organized. Maintain/update mail boxes. Inform the Accountant when supplies are low.

- Maintain copies of forms in mail room. Be familiar with the copier.
- Monitor and tally RSVPs for any special events. Help volunteers track tallies in your absence.
- Maintain electronic mail log for incoming checks.
- Develop and maintain responsibility outline with task details for substitute staff or volunteers that will fill in for receptionist.
- Calculate and monitor the Harris County RIDES balances which need to be maintained on all Participants who use RIDES services, weekly.
- Proficient with a variety of technologies including; MS Office, Word, Excel, and data base tools.
- Serve as a table host during participant lunch one day per week.
- Other duties as assigned.

### **QUALITATIVE DIMENSIONS OF THE POSITION:**

- Approaches work with energy, enthusiasm and creativity.
- Practices non-judgmental, unconditional acceptance of our participants.
- Demonstrates warmth and kindness.
- Maintains a cheerful, friendly and positive attitude.
- Demonstrates patience and center-approved techniques to educate and communicate with Amazing Place participants.
- Speaks clearly and persuasively in positive or negative situations.
- Utilizes listening skills to gain clarification and responds appropriately to questions
- Upholds organizational values, working with integrity at all times and treating people with respect.
- Demonstrates the ability to adapt to frequent changes, delays, or unexpected events that are endemic to working with the specified population.
- Reacts well under pressure.
- Observes safety and security procedures; reports potentially unsafe conditions

### **EDUCATION AND EXPERIENCE:**

- High school diploma and 2-3 years of experience.

### **CERTIFICATES, LICENSES, AND REGISTRATIONS REQUIRED:**

- Maintains current CPR, AED.
- Completes Alzheimer Essential Certifications

## COMPETENCY:

To perform the job successfully, an individual should demonstrate the following competencies:

- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Quantity** - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

## WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate but occasionally the lobby may become a bit loud with many visitors.

## PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include Close vision and Color vision. While performing the duties of this Job, the employee is regularly required to reach with hands and arms and talk or hear. The employee is regularly required to stand; walk and sit. The employee is frequently required to stoop, kneel, crouch, or crawl.

*The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will be expected to perform other related duties as assigned by their supervisor.*

To apply for this opportunity, please send your resume and a cover letter to [ccooper@amazingplacehouston.org](mailto:ccooper@amazingplacehouston.org)