



Support for New Beginnings and Healthy Families, since 1996

1823 NE 8<sup>th</sup> Ave, Portland 97212 \* 503.460.2796\* [www.kinshiphouse.org](http://www.kinshiphouse.org)

Title: **Front Desk Admin**

Department: **Administration**

Exempt/Non-Exempt: **Non-Exempt**

Reports to: Clinical Supervisor

Kinship House, an established small local non-profit agency serving foster and adoptive children and families, has an open Front Desk position. The position requires the performance of front desk office duties, assisting the Administrative staff in the daily operations of the agency. The position requires a high level of detail, strong internal and external customer service and a self-directed willing to pitch in work style. Candidates will be experienced with Microsoft Office, have data base entry and information retrieval skills and ideally previous experience in a health care/ social service setting and electronic charting systems. The position must have strong relational skills, computer skills including email and word, understand and agree to confidential operations of mental health agency including federal HIPPA and 42CFR, skilled phone, written and verbal communication. Kinship House is a small growing agency the candidate should be flexible innovative and enjoy working in a team environment, with hired, intern and volunteer staff. The position has a moderate level of responsibility; work has direct moderate effect on the overall functioning of the agency.

#### **Office operations;**

- Answering phone and correctly directing calls.
- Greeting Clients and notifying clinicians of client arrival or cancelations.
- Monitoring activity in waiting room.
- Track general facility needs, ensure facility is tidy and in working order.
- Monitoring of supplies and purchasing with the approval of Executive Director.
- Work with volunteers, interns and other staff to ensure efficient front office operations and organizational maintenance.
- Records preparations for mailing and subpoena requests
- File and records maintenance, faxing and collaboration of distribution of duties with administrative team, by approval of Executive Director.
- Duties and special projects as assigned by Supervisor.

#### **Requirements:**

- Associate's degree or 2 years college preferred or equivalent and at least 3 years related work experience.
- Ability to focus on task and juggle related, multiple office challenges;
- Pleasant and effective communicator with strong external and internal customer service skills. Preferred experience with children and social service environments.

The position is 15 – 19 hours a week; between the hours of 7:45 am and 6:00pm. The position is not eligible for benefits. Kinship House is located in two home-like facilities in inner NE Portland near Lloyd Center, NE Broadway, Interstates and Irvington Community. For more information on Kinship House please visit [www.kinshiphouse.org](http://www.kinshiphouse.org).