



## **Receptionist (Part-Time)**

Vera House, Inc. is a human service agency that provides unconditional care for individuals and families through comprehensive domestic and sexual violence prevention and intervention services. We believe in collectively serving members of the community and creating an environment of accountability for our services. We strive to provide our employees with flexible schedules, when possible, a level of autonomy to complete their work, and a culture of belonging. We strive to interrupt the norms that cause harm and perpetuate oppression.

This position will handle the day-to-day activities of the receptionist position at Vera House, Inc., which includes greeting visitors, answering phones and light clerical support activities.

### **Job Reporting Relationships:**

Supervisor: Executive Assistant

Supervises: None

### **Education/Training:**

Associate's degree preferred or 3 years' experience

### **Competencies:**

- Knowledge of domestic violence and sexual assault including elder abuse
  - Ability to work effectively in a crisis orientated setting with diverse individuals
  - Good interpersonal, oral communication and written skills
- Ability to maintain a positive, compassionate rapport with victims of domestic violence, sexual assault, or other violent trauma
- Prompt response to crisis as well as thorough and consistent follow up with victims and delivery systems
  - Ability to multitask and work independently
  - Ability to adapt to demanding situations and work well under pressure
- Appreciation and respect for other cultures and people of diverse cultures

### **Experience:**

Experience with word processing software and general clerical duties preferred

### **Essential Duties:**

- Serve as a liaison and build positive working relationships with community members and partnering agencies
- Adhere to all Vera House policies, procedures, and safety protocols
- Ensure a warm and welcoming environment to all visitors
- Answer multiple telephone lines
- Manage difficult and/or emotional client situations and respond promptly to client needs
- Maintain office supply inventory and order supplies as needed
- Receive, sort and route mail to appropriate personnel
- Provide clerical support to Agency administrative office staff
- Maintain front phone volunteer schedule for main office evening hours
- Ensure that all services are maintained in accordance with the Agency's mission and goals

### **Ancillary Duties**

As an integral member of the organization, this position is responsible to provide related assistance wherever necessary to help the Agency achieve their goals and, to embrace and promote the Vera House mission.

### **Equipment/Machines**

Telephone, computers, copier, fax machine, shredder, automobile, television, DVD player, household equipment

### **Physical Demands**

Mobility to work in a typical office setting, use standard office equipment, vision to read printed materials and a computer screen, distance vision suitable of independent driving/travel, and hearing and speech to communicate in person or over the telephone. Individual must be able to lift 30 pounds. Accommodations may be made for some of these physical demands for other qualified individuals who require and request such accommodations.

### **Work Environment and Environmental Conditions**

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 essential functions. The noise level and work environment is usually moderate. The air quality is usually moderate. There is exposure to physical risk.

### **SALARY RANGE**

- \$18 to \$20/hr

*Vera House is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.*

**Interested candidates should submit a resume and cover letter to:**

**[jobs@verahouse.org](mailto:jobs@verahouse.org)**