



Job Title: Front Office Resident Assistant	Reports To: Front Office Manager and Executive Director
Revision Date: 12/27/2011	

Position Overview

This is a part-time position that involves aiding residents with daily needs, and assisting Front Office Manager with delegated tasks.

Essential Job Functions

- Complete resident check-ins and check-outs using Northlands Rescue Mission's client management software
- Verify day report
- Receive phone messages for staff and residents
- Assist in Front Office paperwork
- Assist Residents with appointments with Advocate/Life Coach and Director of Operations and medical issues
- Call appropriate authorities (Police and Fire Departments as well as Emergency Room) during necessary situations
- Schedule van appointments
- Assign chore details to residents

Requirements

- Must be able to interact and communicate with individuals at all levels of the organization.
- Ability to maintain effective working relationships with others, including other regulatory agencies, departments, and the public; administer contracts for facility repairs; prepare clear, complete and technically accurate reports; make effective oral presentations to groups in a public forum; work independently under minimum supervision.

Education/Training/Experience

- High school diploma or GED.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.
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