



Resolving
Homelessness
Together

Housing Matters Front Office Coordinator

Reports to: Human Resources Manager

Definition

Housing Matters partners with individuals and families to create pathways out of their homelessness into permanent housing. Housing Matters is a leader in working to end homelessness – and we want you to be part of our team. Housing Matters is looking for individuals eager to make a difference and willing to enthusiastically commit to join in our vision that homelessness in Santa Cruz County should be rare, brief and non-recurring.

The Front Office Coordinator is responsible for overall front office administrative activities, including the front reception lobby, purchasing requests, office moves and providing arrangements for office meetings. The ideal candidate will be a strong communicator, motivated, organized, and comfortable with providing resources to people and families experiencing homelessness who are in crisis.

Typical Job Duties

- Responsible for managing administrative activities by ensuring office operations and procedures are organized and clerical functions are properly assigned and monitored.
- Answers phone calls and transfers to appropriate parties or resources.
- Utilizes patience, trauma informed care, and de-escalation when answering phone calls when speaking on the phone with individuals who may be in crisis.
- Supervises the front office areas and equipment including arrangement, reservations and housekeeping of office facilities.
- Oversees and places office supply orders across all programs.
- Issues parking tags and maintains vehicle manifest.
- Administers and oversees the routine maintenance of office equipment, including copier, fax machine, etc.
- Oversees file storage and archive processes.
- Manages invoice and statement processing for finance team and senior project manager.
- Responsible for the organization's contact email.
- Assists the Finance team with weekly check runs when necessary.
- Maintains and distributes Campus Schedule.
- Updates and maintains meal count records.
- Assists HR Manager and executive team with various administrative tasks.
- Updates and maintains campus animal registration sheets.
- Client intake data entry into HMIS.
- Coordinates campus tours and parking arrangements for visitors and vendors.
- Participates as needed in special projects.
- Assists Housing Matters staff with administrative questions and duties.
- Other duties as assigned.

Employment Standards

Thorough Knowledge of:

- Verbal and written communication skills



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- Google Suite and Microsoft Office applications
- Basic data entry
- Strong computer skills
- Professional phone etiquette

Working knowledge of:

- De-escalation communication techniques
- Trauma Informed Care

Ability To

- Be detail-oriented, highly organized, and able to set and meet goals and deadlines
- Be a self-starter, responsible, and motivated
- Maintain good rapport with staff, clients and volunteers
- Demonstrate ability to work effectively with people of all backgrounds
- Listen empathetically to clients and have patience and train others in this skill
- Demonstrate record as a successful team player, including the ability to develop and maintain a goal-oriented and positive work environment
- Process confidential information
- Must be able to interface equally well with the Board of Directors, staff, donors, volunteers, and the general Housing Matters community

Hours and Pay

\$24.91- \$26.16 hourly

Payment placement is dependent upon documented education, training and experience relevant to the role. This is a full time, hourly, benefited, non-exempt position. Occasional evenings and weekends required. Health Insurance, PTO and Vacation benefits begin after a 30-day introductory period

To Apply

Please email a cover letter and resume to the attention of Human Resources at recruiter@housingmatterssc.org Housing Matters is an Equal Opportunity Employer.