



Administrative Support Specialist | 2021

Job title	Administrative Support Specialist		
Reports to	Administrative Program Manager	Position Status	Full Time
Salary Range	\$15.00/Hour, DOE	Location	TRH Housing & Services HQ
EEO Class	Administrative Support Worker	FLSA Status	Non-Exempt
Shift	40 hours Monday-Friday		

Job Summary

The Road Home’s mission is to help people move out of homelessness and into housing in the community. As a leader in the field of homeless and housing services, The Road Home is a robust and dynamic organization continuously seeking to grow and deepen our impact by further developing our programs to end homelessness. We will continue to build a data-driven, outcomes-oriented culture that emphasizes the importance of continuous learning and growth.

The person in this position exudes the mission and compassion of The Road Home. They provide a friendly and helpful greeting to welcome and direct guests the agency serves as well as visitors to the TRH Housing and Services Headquarters. This includes answering incoming calls and notifying personnel of guest and visitor arrivals. This individual will maintain the reception area so it is secure, welcoming and Trauma-Informed.

Duties and Responsibilities

1. Greet all visitors to The Road Home Housing and Administrative Services building.
2. Answer phones, transfer calls, and accurately record messages.
3. Professionally handle inquiries and complaints via main TRH phone lines.
4. Accurately and professionally place orders as required by agency.
5. Maintain and track inventory of office supplies.
6. Receive, sort and deliver mail and packages.
7. Maintain workplace security by monitoring entrance, checking visitors in and out, issuing visitor badges and maintaining log. Ensure reception area is never left unattended.
8. General administrative support for executive team.
9. Manage employee committee events.
10. Ensure high quality of customer service to all visitors to the Housing and Administrative Services building.

Administrative Support Specialist | 2021

Education and Experience

1. Experience working with diverse populations preferred.
2. Minimum 2 years administrative experience.
3. High School Diploma or GED required.

Skills and Requirements

1. Strong customer service and interpersonal skills.
2. Excellent written and verbal skills.
3. Willing to be a proactive member of a team.
4. Ability to work from a Trauma-Informed Care framework.
5. Familiarity with the Housing First philosophy.
6. Demonstrated awareness of, and sensitivity to, diverse populations. Ability to contribute to the Agency's commitment to enhancing awareness and appreciation of diverse ethnic and culture heritages are particularly valued.
7. Ability to work with community partners.
8. Positive, helpful attitude.
9. Ability to multitask.
10. Excellent organizational skills and strong computer skills.
11. Must pass a pre-employment background check and drug screen.

Physical and Equipment Requirements

Ability to lift 25 pounds.

Ability to stand and walk for at least an hour at a time.

Instructions to Apply

To apply, please email your resume to resumes@theroadhome.org and include the job title *Administrative Support Specialist* in the subject line.

The Road Home is an Equal Opportunity Employer