

# **SSF Desk Clerk- Open Recruitment**

On Call  
San Francisco, CA, US

**Salary Range:** Up to 16.5000 (USD) Hourly

## **FRONT DESK CLERK(S) - RESIDENTIAL HOTELS**

### **IF YOU HAVE**

- A flexible work schedule including nights, weekends and holidays
- Great customer service skills
- The ability to multi-task
- Love to work with diverse populations and people
- De-escalation experience or training
- Want a positive work experience

### **WHO WE ARE**

Solutions SF is a social enterprise of Community Housing Partnership. We employ the formerly homeless and those at risk of homelessness in transitional jobs to enable those individuals to earn an income, develop a career path, and permanently leave homelessness behind.

### **POSITION OVERVIEW**

The Desk Clerk is the gatekeeper to a building - enforcing policies to ensure safe, decent housing for building residents. Desk Clerks monitor daily building activities, provide 24-hour security, and respond to building and resident emergencies. As the first point of contact for visitors, Desk Clerks are required to exhibit professional, courteous and respectful conduct to residents and building guests, enforcing property rules while creating a welcoming environment. The position is supervised by the Solutions SF Lobby Supervisor and interacts directly with Housing Operations staff.

### **ESSENTIAL FUNCTIONS**

- Follow all rules and procedures outlined in each site's Operations Manual and House Rules. Follow new and revised procedures as developed and distributed.
  - Monitor daily common area activities of building residents and guests.
- Maintain building security.
  - Screen all visitors to the building.
  - Maintain complete and accurate building logs, records, journals-Visitor Log, Overnight Log, Daily Log, etc.
- Respond to building emergencies in compliance with the Operations manual.
  - Treat tenants with respect and dignity-showing courteous behavior and patience.
  - Assist tenants in completing work orders, incident reports and complaints.
  - Maintain a clean and presentable work area, building entry and lobby.
  - Accurately complete incident reports and complaints

- Complete building rounds, trash removal, and other assorted tasks as required by site.
- Attend all required meetings and training(s).

## QUALIFICATIONS

- Willingness to learn and follow directions.
- Good humored, courteous and professional; even under pressure.
- Organized, with attention to detail.
- Ability to remain calm and responsible during emergencies.
- An understanding of and ability to communicate with diverse types of people.
- Strong customer service skills
- Ability to be a part of a team.
- Ability to adequately communicate (both verbally and in writing) with building management staff/tenants.
- Commitment to helping formerly homeless people to regain and maintain their independence.
- Ability to appropriately respond to and resolve conflict. Applicants with de-escalation and conflict resolution training recognized.
- Must have a working cell phone

## PHYSICAL DEMANDS & WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit at their desk for long period, use hands to finger for computer keyboard input, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee frequently is required to talk or hear. The employee is occasionally required to stand; walk up and down stairs, climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision. Mobility to use standard office equipment, including computer, vision to read printed materials, and a computer screen, and hearing and speech to communicate in person and over the telephone.

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 the essential functions. There are no unusual environmental conditions. Typically, the noise level in the work environment is usually moderately noisy.

## POSITION DETAILS

- Location: San Francisco, CA
  - On-Call / Non-exempt status
  - Work Hours - GENERALLY (Graveyard shifts - 12 am – 8 am; Day shifts - 8 am – 4 pm; Swing shifts - 4 pm – 12 am)
  - Rate: \$16.50 per hr.

- Reports to: Social Enterprise Team

## **EQUAL OPPORTUNITY EMPLOYER**

*Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records. Community Housing Partnership is an Equal Opportunity Employer without regard to formerly homeless people, race, color, creed, gender, gender expression, gender identity, religion, marital status, registered domestic partner status, sex (includes pregnancy, childbirth, breast feeding, and related medical conditions), sexual orientation, age, veteran status, national origin or ancestry, political affiliation, physical or mental disability, medical condition including genetic characteristics, or any other consideration made unlawful by federal, state, or local laws. Community Housing Partnership hiring policies require a background check for all applicants working directly with at-risk populations.*