141 Franklin Street Stamford, CT 06901
InspiricaCT.org

Inspirica, Inc.
Front Desk Attendant – Per Diem/On Call
Job Description

Location: Stamford, CT
Hours per week: Varies
Reports to: Receptionist Manager
FLSA Status: Non-exempt
Salary: $17/hour

About Us
Inspirica is a mission-driven 501C3 organization dedicated to providing housing and comprehensive services to individuals and families experiencing homelessness. With multiple programs and diverse grant funding sources, we work to create sustainable solutions that empower our residents and strengthen our community.

Position Overview
The Front Desk Attendant (Residential) reports to the Receptionist Manager. The role of the Front Desk Attendant is to assist residents, enforce the rules of the buildings, and assist Property Management in their efforts to ensure the properties comply with all legal requirements and are maintained adequately.

Principal Responsibilities
- Present yourself in a pleasant and professional manner when dealing with residents, guests, first responders and other Inspirica staff.
- Front Desk Attendants must remain aware, alert and focused on the premises, including its perimeter and its occupants.
- Ensure all residents, guests and contractors follow all rules and report any violations to your supervisor.
- Monitor and record visitors to the building.
- Respond to residents' questions or concerns and/or elevate those questions or concerns to the appropriate party (Property Manager for rent or building related issues; Case Manager for personal matters).
- Respect boundaries with the residents. While we encourage Front Desk Attendants to be personable and welcoming with residents, they must keep in mind that they are there to enforce the building rules and are required to keep a professional distance to avoid conflicts and/or accusations of favoritism towards certain residents.

Other Responsibilities
- Professionally answer the property telephone and cell phone. Respond to the inquiry or relay the information to the appropriate party in a timely manner.
- Check Inspirica email on a regular basis throughout the shift. At a minimum, check email at the beginning of the shift and at the end of the shift, and respond as necessary.
- Conduct hourly rounds of the facilities to ensure the building is secure and that residents are complying with the rules set forth in the Resident Handbook as needed.
- Between rounds, Front Desk Attendants will monitor the security cameras in each facility.

- Once per shift - Front Desk Attendants are required to complete an inspection checklist to ensure the building is safe, clean and well maintained.
- Complete log book entries describing your activities while on shift as needed.
- Respond to all fire alarms and other emergencies on the property. The Front Desk Attendant will be responsible for identifying emergency situations and calling first responders and/or the Property Manager to ensure they are handled and reported appropriately.
- Prepare incident reports as required.
- Front Desk Attendants may not enter any tenant's apartment during their shift for any purpose other than an emergency. Any time a Front Desk Attendant enters an apartment during shift it must be documented and reported in an incident report before the end of your shift.
- Submit work orders requested by tenants.

Expectations

- Flexible hours, including nights, overnights, and weekends are **REQUIRED**. Must also be available to cover shifts for last minutes call outs.
- Front Desk Attendants are required to arrive for their shift **no later than 10 minutes prior to their schedule shift.** The departing Front Desk Attendant will brief the arriving Front Desk Attendant on the events of the prior shift in the 10 minutes before the new shift begins.
- Any tardiness must be reported to your supervisor AND the Front Desk Attendant you are relieving.
- Maintain a physical presence at your designated work location to provide supervision of the facilities and residents **during your entire shift**.
- Front Desk Attendants may not leave the premises during your shift without prior approval from your supervisor. Front Desk Attendants must remain on post, unless doing hourly rounds, until the next Front Desk Attendant arrives.
- Front Desk Attendants must be able to come to work when scheduled even in bad weather.
- Front Desk Attendants must wear the Inspirica polo shirt and Inspirica ID at all times when on shift, as security measures.
- A tidy work area must be maintained at all times.
- Front Desk Attendants must be familiar with all Inspirica policies and the procedures of the particular building you are covering.
- All required trainings must be completed, as assigned. (Sexual Harassment Prevention, Incident Reporting, Safety, etc.)
- Front Desk Attendants are required to attend all Inspirica Staff meetings and meetings with your supervisor. In the event a Front Desk Attendant cannot attend, they are responsible for viewing video footage from the event or getting the details from another team member within 24 hours of being made available.

Experience, Skills and Knowledge

- Capability to deal with individuals with varying needs and challenges.
- Prior experience working with homeless, mental health and/or addiction services.
- Strong problem-solving skills.
- Ability to enforce building rules in a professional manner, while avoiding conflicts and maintaining respectful boundaries.
- Basic knowledge of Microsoft Office and Word required to complete reports.
- High School Diploma; Associate's or Bachelor's Degree preferred.

This job description is not intended to be a comprehensive breakdown of all activities, tasks, responsibilities and duties. Activities, tasks, responsibilities and duties are subject to change. Subtraction and addition of duties may occur at any time.