

## **BOULDER HOUSING PARTNERS POSITION DESCRIPTION**

**POSITION TITLE:** Lee Hill Front Desk Staff

**DEPARTMENT:** Property Management

**STATUS:** Non-exempt,

### **OVERALL JOB OBJECTIVE:**

Under general supervision, the Front Desk staff position monitors Boulder Housing Partners Permanent Supportive Housing property located at 1175 Lee Hill Rd, an apartment complex developed to serve chronically homeless individuals and families. The person in this position will be located at the front desk and will be greeting residents and visitors, monitoring safety and security, and coordinating resident activities. Responsibilities include reporting issues to appropriate personnel and communicating all pertinent information to other staff using a shift report. A professional courteous relationship must be established and maintained with the residents and visitors.

### **DUTIES AND RESPONSIBILITIES:**

1. Monitors property at all times for the safety and security of the building and related facilities
2. Reports problems or potential problems to appropriate personnel
3. Maintains a professional and courteous relationship with the residents and visitors
4. Monitors and tracks visitors to the property
5. Denies admission to visitors whose presence would create unsafe or hostile conditions
6. Works as a team member with other front desk staff to maintain a safe and supportive environment for the residents
7. Enforces BHP policies and procedures in a consistent manner
8. Completes all required shift paperwork and exchanges pertinent information with other staff members verbally and in the written communication log
9. Attends property management meetings as required
10. Performs duties which may include answering the phone, answering the door, posting resident messages, assisting residents with basic needs
11. Research and schedules resident activities
12. Perform Property management related tasks such as renewals, data entry into Yardi (PM software), and other tasks as requested to support leasing efforts
13. Performs related duties as required by management to meet the needs of BHP.
14. Regular, predictable attendance is an essential function of this position.
15. Takes proper safety precautions, anticipates unsafe circumstances, and acts accordingly to prevent accidents. Is responsible for the safety of self, others, materials, and equipment. Uses all required safety equipment.

Boulder Housing Partners is committed to hiring employees who provide good customer service; our employees communicate courteously and responsively and provide effective and efficient service to the public and co-workers.

**JOB QUALIFICATIONS:**

Interest, desire and ability to work with the chronically homeless population. Ability to communicate effectively in English, both orally and in writing. Ability to remain calm and respond quickly to a crisis. Ability to maintain confidentiality, understands resident rules of occupancy, and can work independently. Must be reliable and dependable. One year direct experience working with veterans, those with disabilities, low-income or homeless individuals is a plus. Experience in Social Services, Apartment Management, Security and/or Customer Service is a plus. Acceptable background information, including criminal history. Willingness to occasionally work early-morning and late-night hours, which may include weekends and/or holidays. Basic computer skills needed. Interest in, or experience with, Property Management and Property Management software a plus. Bilingual/Spanish speakers encouraged to apply.

**CHAIN OF SUPERVISION:**

(1) TITLE OF IMMEDIATE SUPERVISORS: Community Manager

(2) TITLE(S) OF POSITION(S) OVER WHICH THIS POSITION HAS DIRECT SUPERVISION: N/A

**MACHINES AND EQUIPMENT USED IN WORK INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING:**

Computer, printer, postage machine, telephone, photocopy machine, facsimile machine, and calculator/adding machine.

**WORKING CONDITIONS:**

Physical Demands: This position works in a residential apartment setting at the Front Desk. It is primarily sedentary physical work requiring the ability to lift a maximum of 20 pounds; occasional lifting, carrying, walking upstairs, bending over (to file) and standing. Frequent hand/eye coordination and finger dexterity to operate personal computer, adding machine, and office equipment; vision for reading, recording and interpreting information; speech communication and hearing to maintain communication with employees and customers.

Work Environment: Works in residential apartment environment. Non-private office.

Equipment Used: Frequently uses standard office equipment including p h o n e s , personal computers, calculators, printers, shredders, fax and copy machines.