



...*Hope* happens here

Serving Northern New Mexico Since

945 Salazar
Road
Taos, NM 87571

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www.TaosCAV.org

JOB TITLE: Front Desk Associate
REPORTS TO: Advocate Coordinator
HOURS: 40 Hours/week,
Salary: \$15-18/ hour + Benefits for positions working 30 + hours, Non-Exempt

CAV is a Drug Free Workplace

It is the Mission of Community Against Violence to foster and support a community free from all forms of domestic and sexual violence. CAV provides advocacy services, counseling and support groups, children's programs, community prevention and outreach programs, and strives to provide information and resources for those in need.

CAV also has an on-site emergency shelter for adults and their children and offers short and long-term transitional housing programs.

SCOPE OF POSITION: This position is the first line of contact to clients and the community this person will be responsible for greeting people who enter the building with or without an appointment, determining their business and referring to correct staff. This position is responsible for providing the first impression of CAV. They will manage incoming phone calls, including hotline calls during the day, and refers crisis cases and calls to appropriate staff. This position will provide initial care to all people calling or coming into CAV for services or inquiries. The ideal candidate will possess skills such as customer service, active listening, polite communication, organization and a willingness to learn.

PRIMARY RESPONSIBILITIES:

1. Greet and welcome all clients and community members either calling or coming in for services and directing them to the appropriate team member.
2. Create and maintain a welcoming, safe, and supportive environment for all CAV guests.
3. Answer the HELPLine (8am – 5pm, Monday- Friday) and directs calls to the appropriate staff. This can include responding to client inquiries, community partner inquiries, law enforcement, or business inquiries.
4. Provide resources to clients when they come in and direct them to the proper staff for further support and services.
5. Be able to briefly assess needs and provide resource navigation and support to clients in a brief and empathetic manner as needed.
6. Manage incoming calls for shelter clients and relay messages to shelter staff and clients when necessary.
7. Maintains the telephone answering machine greeting and update as necessary.
8. Manage incoming and outgoing correspondence as directed.
9. Provide clerical assistance to supervisors as needed.
10. Work with Advocate and direct services teams to ensure that CAV resources and materials are maintained and well stocked for distribution to the community.
11. Ensure that advocate office supplies and resources are well stocked, and orders are placed regularly.

12. Support the Volunteer Coordinator in training volunteers/staff on front desk procedures when covering the front desk.
13. Participate in training and meetings requested by Advocate Coordinator and Executive Director.
14. Ensure that the security alarm system of buildings is always operating.
15. Reserve CAV vehicles for employees and keep log on vehicle calendar. Have employees fill out vehicle log when picking up keys and bringing back key for vehicle.
16. Keep the sign-in board updated when employees call to say they are working in the office, or out.
17. Provide thrift store certificates to eligible clients monthly.
18. Provide food bags to clients and community members who are requesting them.
19. Update telephone extension list and mailbox as new employees are hired or when an employee leaves.
20. Become knowledgeable of the ways in which collaborating with people who have experienced trauma, DV and SA, impacts employees and proactively work to limit the effects of compassion fatigue by seeking supervision when common signs are present.
21. Engage in situational supervision structure and actively examine how this work impacts you and your co-workers.
22. Participate in at least three agency events each year.
23. Provide victim advocacy for victims of domestic violence or sexual violence as needed or requested.
24. Provide brief resource navigations to clients and the community inquiring about services
25. Abide by the confidentiality policies of CAV with regards to clients work.
26. Other responsibilities as assigned by Advocate Coordinator and Executive Director.

MINIMUM STAFF QUALIFICATIONS:

High School Diploma/GED and any combination of education and training with the target population or two (2) years relevant experience in a human service-related field; and must be 18 years of age or older. Must have forty (40) hours provider specific crisis intervention training; and a minimum of ten (10) hours ongoing training per year related to target population, may include NMCADV, CSVANW, VOCA, or VAWA training.

Additional Qualifications Preferred: Spanish and English Bilingual.

CAV is an Equal Employment Opportunity Employer. This means that all persons are eligible to be employed, promoted, or discharged, without regard to their sex, sexual orientation, race, religion, disability, age, ancestry, serious medical condition, gender identity, or national origin. CAV does not tolerate retaliation against any employee or client who filed and grievance, made a complaint, or questioned the handling of a discrimination charge.