



## J O B   D E S C R I P T I O N

<b>JOB TITLE:</b>	<b>Welcome Center Coordinator</b>
<b>REPORTS TO:</b>	<b>Director of Emergency Services</b>
<b>EXEMPT:</b>	<b>EXEMPT: X</b>
<b>HOURS:</b>	<b>Full Time Hourly</b>

**JOB SUMMARY:** Leads, trains, and inspires volunteers to connect neighbors to life changing resources and programs. Works one on one with neighbors in crisis. Continually creates and maintains networks with partner agencies. Coordinates all intake, registration and filing of neighbor's records. Consolidates Unity database reporting. General administrative responsibilities.

### **ESSENTIAL FUNCTIONS:**

**Volunteer Supervision-** Schedules, trains, and inspires volunteers to compassionately listen and assist neighbors in connecting with vital resources.

**Neighbor Connection-** Works closely with Opportunity Department to connect neighbors with available classes, trainings, and job search.

Works closely with the Advocacy Department to connect neighbors to financial and housing assistance.

Equips volunteers to connect neighbors with life stabilizing opportunities, resources and programs.

**Administration-** Updates and maintains reference materials, ensures that database is up to date, readily pull reports, and relays trends, stories, and questions to the team. Responsible for all data entry for the Emergency Service Center.

**Other-** Performs other functions as necessary or assigned.

### **EMPLOYMENT STANDARDS:**

(Minimum Requirements)

Bilingual strongly preferred

At least 1 year experience in the social services field



Supervisory and administrative experience  
Some type of degree strongly preferred

### **DEMONSTRATED KNOWLEDGE AND SKILLS**

- A working knowledge of services available to families and individuals in crisis and at risk of homelessness.
- High comfort level in leading, training, inspiring, and working alongside volunteers
- Effectively utilizes time management skills by prioritizing tasks for self and others
- Possesses strong verbal and written communication skills
- Possesses active listening skills
- Possesses a high degree of social perceptiveness- being aware of others' reactions and understanding why they react as they do
- Possesses strong leadership skills
- Identifies and diffuses conflict quickly and calmly.
- Strong computer skills – Microsoft Office, CRM, typing

### **Physical Requirements:**

- Intermittent physical activity including bending, reaching, sitting, standing, walking and keyboarding; carry up to 40 pounds

### **Initial Evaluation Period:**

- 90 Days

### **Starting Pay Range:**

- Hourly (40 hours per week) commiserate with work experience

### **Contact information:**

- Please submit resume to Savanna Thompson: [savanna@echofl.org](mailto:savanna@echofl.org)