



Job Title: Bi-lingual (English and Spanish) Front Desk Program Clerk
Reports To: Associate Manager of Programs
FLSA Status: Non-Exempt
Status: Full Time – 40 hours per week
Salary: \$16.20 per hour
Location: 1922 N. Pulaski Road, Chicago, IL 60639
Schedule: Monday through Friday – occasional weekends
9:00 a.m. to 5:00 p.m.
Schedule subject to change based on office needs.

Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

Organization Mission:

SCH's Mission is to build generational wealth through housing counseling, financial education, and advocacy, by connecting low-to-moderate income households to resources that create housing stability, homeownership, and economic mobility.

Organization Summary:

SCH has two locations to serve the North and South sides of Chicago and serves over 10,000 clients per year. SCH is a local and national leader in the housing counseling sector and continues to innovate its service delivery and expands its target market presence. We deliver quality programs and compassionate service to all residents in need.

Position Summary:

The Program Clerk will welcome current and potential clients to Spanish Coalition for Housing. The person in this position will provide overall assistance by pre-screening clients for all services needed, view Client Management System records to assure the correct service is provided and direct clients to the appropriate counselor or support staff. The Program Clerk will be responsible for directing and ensuring all incoming calls are forwarded to the correct department/person and receive the attention they require and scheduling appointments for Housing Counselors. Additional duties include maintaining the front desk area clean and always organized.

Responsibilities:

- Greet and direct all walk-in clients at the reception desk.
- Pre-screen clients for appropriate service by assessing their needs and gathering appropriate documents needed for specific program and verifying information in Client Management System.
- Complete initial intake procedures and application process for programs as needed.
- Monitor client record in Client Management System for appointment date and time and assigned counselor.
- Assist with data entry into Client Management System for all activities and services.

- Manage sign in log of appointment times and walk-in appointments for Housing Counselors and other staff to assure equal distribution.
- Answers phone calls and inquiries for clients seeking assistance by researching the status.
- Check voice messages several times a day and write detailed messages and provide them to the appropriate person when needed.
- Call clients at least a day before to remind them of their appointments and go over what documents need to be brought to the appointment.
- Works closely with Housing Counselors to assure the process is complete in a timely manner.
- Complete CEDA certification to complete applications during peak season if assistance is needed in that program.
- Provides all clients additional SCH approved community resources that can be of assistance.
- Maintain SCH and client files in an organized, confidential, and current manner.
- Maintain a neat, organized food and cell phone free front desk and waiting room.
- Responsible for e-fax and distribution to appropriate person.
- Preparing bulk mailings/printing of labels to market programs.
- Distributing incoming mail to Human Resources Director.
- Provide coverage, client services and programmatic assistance when needed be in accordance with SCH goals and outcomes.
- Adheres to HUD guidelines, National Industry Standards and Spanish Coalition for Housing program policies and procedures; completes administrative tasks correctly and timely; supports organizations mission, goals, and values.
- Observes safety and security procedures and reports safety concerns to Office Manager/Supervisor.
- Promotes and participates in workshops offered by the agency.
- Maintains required job skills and core professional competencies. Attends and participates in required educational programs and staff meetings.
- Uses equipment and materials properly.
- Promotes other services and workshops offered by SCH.
- Participates in special projects as assigned by management.
- Work as part of a team and provide input and leadership towards organizational improvements.
- Other general office duties assigned.

Qualifications:

- GED or High School Diploma plus previous one year experience working as Receptionist in customer service required.
- Proficiency in English and Spanish required.
- Demonstrate effective customer service and communication skills.
- Able to handle high volume and constant number of calls.
- Computer literate and technologically proficient in standard word processing, spreadsheet and database software applications, web research.
- Proficiency in Microsoft Office Suite (Excel, Word, Power Point, Outlook)
- Highly organized and motivated
- Excellent written and verbal communication skills
- Must have friendly, patient, and professional phone and in person manner always.
- Staff members are expected to present a professional, businesslike image to all clients, visitors, and the public. **Business attire required.**

General:

- Interest in community development, housing issues, organizational development, and communications
- Mandatory participation of weekend events hosted by employer and/or affiliates of sponsoring agencies and must be open to participating in events and other activities outside of work.
- Mandatory participation of annual Camino A Su Casa Event scheduled the first weekend of every June.
- Must be dependable, dedicated, and flexible regarding working some evening and/or weekend hours.
- Schedule may change based on office needs.

Compensation:

Compensation is \$16.20 per hour. Full-time, 40 hours per week. Excellent compensation package after 90-day evaluation; affordable health insurance, dental, vision and life; employer-matching 401K contribution; and opportunities for professional development.

Physical Demands and 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. The employee must occasionally lift and/or move up to 30 pounds. While performing the duties of this job, the employee is regularly required to use hands and talk or hear. The employee is frequently required to stand, walk; sit; reach with hands and arms balance, stoop, kneel or crouch.
- The workplace is a smoke and drug free environment.

SCH is an equal opportunity employer and seeks to employ qualified individuals based on individual merit. SCH does not discriminate against any individual with respect to the terms and conditions of employment based on that individual's race, sex, age, religion, color, national origin, disability, genetic information, marital status, veteran status, sexual orientation, gender identity or expression, housing status, or any other non-merit factor protected under state, local or federal laws. Equal Employment Opportunity applies to all personnel actions such as recruiting, hiring, compensation, benefits, promotions, training, transfer, termination, and opportunities for training. SCH is committed to a fair and equitable workplace where everyone is a respected and valued member of the team.

To Apply:

Visit: <https://www.sc4housing.org/careers>