

Job Description

Job Title:	Front Desk
Position Type / Status :	Full-time/ Hourly
Location:	Central
Reports To:	Operations Manager

Advocate Program, Inc. Overview

Advocate Program, Inc. is a multi-faceted community agency whose mission is to facilitate social change and enhance public safety through leadership, research, education, supervision, and services, utilizing best and evidence-based practices.

The Advocate Program, Inc. is a private, not-for-profit, 501 c (3) justice agency that offers probation, diversion, community service, DUI and traffic programs, domestic violence programs, substance abuse and mental health evaluations and treatment to court-ordered individuals. It has expanded to work with juveniles and families in the juvenile justice field, families impacted by family conflict and violence, and homeless veterans and their families.

Responsibilities:

- Screen incoming clients to determine their needs
- Provide proper paperwork to new and/or re-enrolled clients
- Enter clients information into the computer system
- Advise Counselors and Assessors of clients arrival and place clients name on log
- Answer phone and route calls appropriately.
- Maintain the “be back files” and “re-enroll files” and notify Data Processor when cases need to be revoked.
- Perform all functions associated with the D.U.I. school and program.
- Take payments and balance monies.
- Administer drug testing as needed. Testifying may be required on (+) drug testing.
- Appear in court to testify as needed.
- Provide excellent customer service.
- Available to cover all operation positions at all locations as needed.
- Cover night and weekends when needed.
- Miscellaneous duties as determined by Operations Supervisor.

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Requirements:

High School Diploma required. Computer skills, customer service experience and/or cashier experience a plus. Must possess excellent organizational and verbal communication skills. Bilingual (English / Spanish) preferred but not required

Physical Demands & Working Conditions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

The employee performs work in a normal office setting within a reasonable environment. While performing the duties of this job, the employee may be required to perform local and non-local travel.

I acknowledge receipt of this job description, and understand I am responsible for understanding its contents, and to ask for clarification if I have any questions. I further understand this description is intended to describe the essential job functions and qualifications for this position. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time. I also understand that no employee shall interact with clients on a personal, financial, business, social or sexual basis. Such activity may result in disciplinary action up to and including immediate termination of employment.

Employee Signature: _____

Print Name: _____

Date: _____

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