



About POTS

Part of the Solution (POTS) is a 'one-stop shop' helping low-income individuals and families move from crisis to stability and, ultimately, self-sufficiency. POTS helps more than 30,000 people annually. Current services include the Community Dining Room; Emergency Food Pantry; shower and mail facilities; barbershop; case management; Legal Clinic; workforce development and an intensive case management/ mentoring program for a select group of families. POTS also holds a variety of seasonal distributions for items such as back-to-school supplies, Thanksgiving turkeys and holiday gifts, and is host to a medical and dental clinic.

About the position

Responsibilities: Reporting to, the Associate Director, Emergency Food Programs, the Greeter & Client Liaison is a new role created to assist POTS' post-pandemic operations particularly reopening indoor services to the community. The individual will be the first point of contact for clients who have scheduled an appointment or are looking to schedule an appointment with either our Day to Day Services (showers, haircuts, mail) and Next Step Services (legal services, social services, workforce development). The Greeter & Client Liaison will help to provide a calm and welcoming atmosphere to clients, guide clients to their appointments, answer questions about hours and programs, make appropriate referrals and connections for internal and external client services. The person will also assist with the operation of the Emergency Food Programs at POTS All the duties of this key position will be performed in a way that ensures POTS' Core Values of Community, Respect, Hospitality, Empowerment, and Justice are upheld.

- Welcome clients and other visitors
 - Maintain the outside reception area and provide a courteous and professional presence
 - Promote awareness and answer client questions about programs
 - Guide clients to their appointments or assist clients in scheduling appointments
 - Communicate with staff about the arrival of clients and visitors
 - Manage the flow of clients for the mail, shower and haircut services, including managing mandated client temperature checks.
 - Respond to client complaints and inquiries and direct to appropriate supervisors when necessary
- Appointment Support
 - The Greeter/Client Liaison will greet clients, verify their appointment and guide them to appointments, including managing client temperature checks.
 - For those without appointments, assist with setting up appointments for relevant services or making an external referral.
- Intake support
 - Obtain knowledge about all services and program processes at POTS with the goal of providing correct information to clients and staff to promote efficient and accurate information to all stakeholders.

GREETER AND CLIENT LIASON

JOB DESCRIPTION



Part of the Solution
Feeding Our Neighbors. Nourishing Our Community.

- Obtain knowledge about the wide array of services and benefits throughout the Bronx and NYC that promote client movement towards stability and self-sufficiency with goal of collaborating in the process of in connecting clients to outside services
- Use database system to check returning clients' history at POTS
- Enter and update client data necessary for intake for services
- Emergency Food Program Support
 - Assist with unloading deliveries
 - Assist with maintenance and cleanliness of the facility
 - Orient and supervise volunteers
- Office duties
 - Filing, photocopying, scanning and faxing, as needed
 - Other administrative tasks, as needed

Required Qualifications:

- Spanish language proficiency
- HS diploma or equivalent
- Demonstrated interest in human services
- Demonstrated history of excellent customer service skills
- Experience with office technology including computers, phone systems, copier, databases, etc.
- Experience and knowledge of MS Office products
- Culturally sensitive to people with mental illness and other marginalized people
- Identification with POTS's mission and values

Preferred Qualifications:

- 1-2 years experience as a receptionist or administrative assistant
- Associate's degree

Note: This is a 6 month full time Temporary position with the potential to be permanent

To Apply: Please send a cover letter and resume to employment@potsbronx.org with the subject "Greeter and Client Liason" The cover letter must include a description of the applicant's qualifications, Spanish language ability and salary requirements.