****Recovery Café of Clark County

Vancouver, WA

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| **Job Title:** | Front Desk | **Job Type:** | Recovery Café Services  |
| **Department/Group:** | Operations/Administration | **Job Status PT/FT:** | Full-time |
| **Location:** | 3312 E Fourth Plain Blvd Ste 100 Vancouver, WA 98661 | **Probationary Period:** | Yes/90 days from hire date |
| **Level/Salary Range:** | $15/hour | **Work Schedule:** | Tues-Sat. 9am-5pm |
| **HR Contact:** | mpatterson@recoverycafecc.org | **Date Posted:** | 3/15/22 |
| **Will Train Applicant(s):** | Will Train Applicant(s) | **Posting Expires:** | Open Until Filled  |

Recovery Café of Clark County (RCCC) is looking for someone to join our team as a Front Desk. RCCC is a non-profit and part of a national network of similar Cafés serving men and women who have suffered trauma, homelessness, addiction and/or other mental health challenges. In a Café setting of "Radical Hospitality” members experience belonging, healing, and the joy of contributing to a nurturing community that specifically acknowledges addiction and mental health challenges.

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| **About this Role** |

The Front Desk position is a vital role to RCCC. In this position, you will be the first face our members and visitors see when they enter the Café and the last person when they leave so maintaining a positive and professional demeanor is essential. This position works directly with the Administration and Operations managers to ensure a successful flow of daily Café activities including daily recovery support circles.

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| **Responsibilities** |

* Answer phones and take messages.
* Greet all RCCC members, guests, and visitors in a courteous/professional manner.
* Check-in all members at front desk when they enter building, ask them to sanitize and check their temperature at the kiosk.
* Login and operate RCCC ZOOM account to facilitate all circles including putting circles in their ZOOM breakout rooms and sending members who are attending via ZOOM to their proper breakout room.
* Maintain the visitor log, assuring that all non-members that enter the Café have been recorded.
* Check-out each member as they leave the Café again while maintaining a positive and professional manner.
* Assist with connecting members who have appointments with Recovery Coaches or another staff and report any incidents that occur at the front door to the proper staff.
* Ensure that front office area and mail room area is neat and organized at all times (no clutter such as member belongings).
* Assist with notifying proper staff when front desk supplies are low and more items need ordered.
* Assists in the completion of necessary member paperwork, including applications, releases, and vouchers.
* Strong desire to support people in their recovery from addiction to substances and co-occurring mental health difficulties.
* Other duties as assigned.

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| **Qualifications** |

* HS Diploma preferred.
* Minimum 1 years Front Desk or Office Assistant experience required. Working with the substance abuse population preferred.
* Must be able to interact positively with people on a daily basis. Must work well with others.
* Proficient using all Microsoft Office Programs (Word, Excel, Outlook, & PowerPoint).
* Proficient in utilizing ZOOM and/or strong ability to quickly learn RCCC ZOOM system.
* Punctuality is imperative, must be willing to work some evenings and weekends.
* Ability to maintain timely documenting and data entry into tracking system.
* Experience organizing, tracking, and disseminating large amounts of data.
* Excellent written and verbal communications skills with proven ability to act in a professional manner.
* A demonstrated comfort level working with people and situations that can feel frustrating, unclear, and seemingly hopeless; Ability to work with a positive attitude in stressful situations.
* Demonstrated commitment to cultural relevancy, diversity, and inclusion.
* Ability to work independently, self-motivate, prioritize workload, and manage time effectively.
* Ability to maintain confidentiality and demonstrate professionalism in the workplace.
* Other desirable attributes for this role include enthusiasm, self-awareness, and a passion for working with people in recovery.

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| **Benefits** |

* RCCC offers a highly attractive compensation package that includes competitive wages, benefits, paid holidays, and both sick and vacation time.
* Medical and Dental Benefits covered at 100% to all full-time employees.

\*Submit cover letter and resume to Moriah Patterson

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| Email: | hr@recoverycafecc.org |
| Mail: | Recovery Café of Clark County3312 E Fourth Plain Blvd Ste 100Vancouver, WA 98661 |