

Position: Bilingual Office Receptionist

CORA (Community Overcoming Relationship Abuse), the only agency in San Mateo County providing crisis intervention and supportive services to survivors of domestic violence and their children, seeks a highly professional and personable **Office Receptionist**. The **Office Receptionist** is responsible for maintaining a welcoming, calm, and professional presence while maintaining a high level of safety and security by managing incoming visitors, screening visitor and clients over the phone and in-person. This is a fast-paced, client-centered front desk, requiring multitasking, high level of organization, and ability to prioritize varying needs.

CORA is strengths-based, collaborative, accessible, and client-centered. CORA believes that everyone deserves to be treated with respect in their intimate relationships. We provide safety, support and healing to individuals who experience abuse in an intimate relationship and educate the community to break the cycle of domestic violence. Regardless of a survivor's race, class, gender, sexual orientation, or culture, we save lives and provide an opportunity to begin again.

CORA inspires work of the highest caliber by fostering staff engagement through transparency and inclusion in agency decisions wherever possible. We strive to ensure our policies and communications reflect an appreciation of the impact of social inequities, historical and current, and actively promote healthy relationships amongst staff by demonstrating mutual respect in all our communications.

CORA History and Overview

CORA has provided services to survivors of intimate partner abuse for nearly 40 years. Our programs include Crisis Intervention Services, including a 24-hour hotline, collaboration with law enforcement, and support groups. Family Support Services provides mental health therapy, transitional housing for survivors and their children, and a children's program that provides supportive counseling, weekly art and literacy programs, and developmental support. CORA also provides education about domestic violence and legal assistance.

Position Summary:

The Office Receptionist is an important role at CORA and is responsible for maintaining a welcoming and professional presence, providing security to the office by monitoring traffic flow through the lobby area. The Office Receptionist serves as a first point of contact for incoming visitors, directing clients to appropriate support staff, distributes information, and responds to client queries and complaints respectfully and with discretion. This is a fast-paced office, requiring focused multi-tasking and attention to detail. Computer skills required include Outlook, Word, and Excel on a daily basis. Must be proficient in Outlook (email and scheduling), and at least at an intermediate level in WORD and Excel. Must embrace the use of technology and be willing to utilize technology in the day-to-day operation of business. Soft skills include the ability to work with a broad range of people and maintain an environment that is conducive to serving people in crisis. Strong active listening skills, professional phone etiquette (accepting and routing calls using a voice mail and intercom system), good decision-making, a non-judgmental and accepting attitude, and attention to detail are important in this position.

Primary Responsibilities:

- Welcome clients and visitors, provide excellent service to all visitors, answer incoming calls, determine the purpose of calls, and forward appropriately.
- Controls and monitors incoming flow of visitors through the lobby by buzzing in per established access and security procedures.
- Respond to client queries in a trauma-informed manner.
- Manage meeting room schedules and assist with staff requests for meeting needs for rooms and set-up.
- Maintain an organized and clean front desk area, lobby, supply and meeting rooms.
- Assist with General IT support and various front desk responsibilities.

- Ad-hoc projects for Finance or Human Resources.

Required Skills:

- Bilingual Spanish/English speaking required.
- 2+ years as Front Desk Receptionist or similar role; Knowledge of domestic violence issues/non-profit experience ideal but not required.
- Microsoft Office programs, intermediate to advanced Outlook Calendaring and willing to learn and apply new technology.
- Ability to work sensitively with traumatized populations and to handle crisis appropriately.
- Thrive working independently, with good judgement with diverse populations.
- Able to work with discretion and tact, excellent oral and written communication skills with clients, staff, and community partner.
- Excellent organizational skills and enjoys looking for ways to create efficiencies and improve on systems.
- 40 hour Domestic Violence Training. CORA will provide training.
- Must pass Livescans Background check.

***WE WILL REVIEW CANDIDATES WHO PROVIDE BOTH A COVER LETTER & RESUME.**

Reports to: Assistant Director of Human Resources

Benefits/Compensation: This is a full time, non-exempt position. Hourly range is \$22.00 - \$23.00 per hour. CORA offers excellent health benefits (medical, dental, vision, chiropractic), generous time-off policies (including 3 weeks of vacation in 1st year), LT disability, life insurance, and a matching retirement plan.

To Apply: Please email resume and cover letter to jobs@corasupport.org.

Websites: www.corasupport.org and www.teenrelationships.org

CORA is proud to be an equal opportunity employer. We seek diversity with respect to race, color, age, sex, (including breastfeeding and medical conditions related to breastfeeding), religion (including religious dress or grooming practices), national origin, mental or physical disability, genetic characteristics and information, ancestry, marital status, family status, political belief, sexual orientation, gender (including gender identity and expression), medical condition, military, or veteran status or any other category or status protected by Federal, State or other applicable laws.

All applicants are welcome. Individuals who are bilingual, people of color, members of the LGBTQ community and/or survivors of domestic violence are strongly encouraged to apply. The position will remain open until filled.

No phone calls please.