



# POSITION DESCRIPTION

**Position Title:** Administrative Coordinator - Client Services  
**Candidate:** TBD  
**Department:** Client Services Program- Samaritan House South Office  
**Supervisor:** Associate Director of Client Services  
**FLSA:** Full-Time/Hourly/Non-Exempt  
**Salary Range:** \$25.00 per hour  
**Effective Date:** ASAP

## OUR IMPACT

For over 50 years, Samaritan House has been leading the fight against poverty in San Mateo County. We're the only organization that delivers the full breadth of essential services and personalized support to the working poor. By ensuring our clients are fed, clothed, healthy, and housed, we help them create their own stability and remain an active, successful part of our community. After all, an enduring community is only possible when every person has the resources they need to live.

## OUR CULTURE

We're passionate about providing our employees with a supportive work environment and experiences that help them grow. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and stellar work ethics. We welcome candidates who love working with people of diverse backgrounds and want to make a difference by fostering community care for our neighbors in need.

## YOUR IMPACT

Under the direct supervision of the Associate Director of Client Services, this role is responsible for providing daily administrative support and intake services to clients and constituents. A strong emphasis is placed on delivering exceptional customer service in all aspects of the job both in person and over the phone. Given that the majority of our constituents are Spanish-speaking, all services must be provided fluently in both Spanish and English.

This position oversees reception operations, general front office tasks, and designated intake functions for client services- Samaritan House South Office located in East Palo Alto. The Client Services Administrative Coordinator must ensure that all services are delivered efficiently and in alignment with the agency's values. As the first point of contact for clients, this role is responsible for maintaining a safe, professional, organized, compassionate, and welcoming environment in the Client Services Reception area. The role requires a resilient positive administrative professional who enjoys working with people and can readily provide service to individuals experiencing various forms of crisis.

Additionally, this position may be assigned offsite duties to support programs or other departmental initiatives. During the Holiday Season, while the Holiday Program is active, support will be required as directed by the Associate Director of Client Services. As a result, this role requires a high level of scheduling flexibility, including occasional early mornings, evenings, weekends, and holidays. The ability to travel between sites within San Mateo County is also necessary for this position.

## JOB QUALIFICATIONS

**Please note our preferred and in some cases required qualifications for this position:**

### EDUCATION:

- AA Degree in social or human services or related field preferred. Related experience may substitute for educational requirements.

### EXPERIENCE:

- Two years working in an administrative or customer service role in a non-profit/human services program including high volume general reception and telephone call management.

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Bilingual and Bicultural English/Spanish candidate required. Experienced with how to communicate, speak, read, write, translate in both English and Spanish.
- Excellent computer proficiency: experienced with all programs in Microsoft Office Suite and Windows-based operating systems; ability to learn new computer databases. Familiarity with HMIS, Clarity, Salesforce and related data entry is highly desirable.
- Strong administrative, adaptive, multi-tasking and organizational skills. Strong attention to detail and ability to produce excellent and timely quality work is required. Ability to successfully manage time, prioritize work, and alter priorities in a fast paced and ever-changing work environment.
- Clear understanding of professional boundaries with high-risk clients and other agency constituents under all circumstances as well as the ability to ensure and maintain confidentiality in all aspects of work
- Excellent interpersonal and emotional intelligence skills required. Must be able to regularly interact effectively, compassionately and empathically with all constituents of diverse back- grounds and in various states of tension. Must be able to maintain positive relationships with constituents.
- Ability to maintain professionalism and deliver excellent client service under all circumstances. Must be able to engage, maintain and build relationships with new and current constituents. Ability to work independently and with teams.
- Must have understanding and ability to comply with any agency regulations, policies and procedures demonstrated through compliance efforts and activities.
- Excellent record keeping skills. Ability to maintain all work and associated files current. Strong and timely data entry skills.
- Ability to conduct all business within agency values, professionalism, high level of ethics and high integrity; ability to exercise appropriate judgment and timely decision making under various conditions is required.
- Excellent Initiative and ability to work independently and within a team. Ability to proactively identify challenges and have a resourceful and solutions-based approach to challenges. Must be able to manage and de-escalate problem situations successfully.
- Candidate must be able to regularly travel between the Agency's various sites as needed; valid driver's license, proof of insurance, good driving record and a registered vehicle.
- Flexible schedule required to work early mornings, days, evenings, weekends or holidays as assigned.

#### **PHYSICAL REQUIREMENTS AND BACKGROUND CHECK**

References will be conducted by Samaritan House prior to employment. CES and Shelter staff will undergo formal criminal record background checks. You must have the physical, visual and auditory ability to perform the essential functions of the job, ensure a safe/secure work environment and respond to any emergencies with or without reasonable accommodations. Work involves occasional travel. Regular and repeated use of motor coordination and hand motions for computer data entry and writing. Extended periods of sitting. Must be able to focus on single or multiple subject matters for extended periods of time. Candidate should have the physical ability to occasionally lift and/or move items (approximately 15 lbs.). Occasional sitting, walking, carrying, reaching, speaking, listening for extended periods of time. Work environment can be high stress and fast paced due to crisis intervention.

#### **ESSENTIAL FUNCTIONS OF THE JOB**

1. Provide excellent quality and timely administrative support services to client services constituents with safety, compassion and effectiveness.
  - a. Manage reception: Provide courteous, professional and compassionate reception; ensure reception area is kept safe, professional looking and clean; answer high volume telephone calls; check voicemails and take messages; direct phone calls to appropriate personnel; schedule case manager appointments
  - b. Administrative support: Manage general office duties including but not limited to maintaining program and office supplies; general data entry, file and record keeping; maintain office machines; support department team as needed; manage staff calendars; ensure all office and shared spaces are maintained safe and clean; run any requested database reports; scan and upload any hard copy documents into appropriate client services folders in the Agency's cloud

- or Salesforce system; collaborate with supervisor to improve or streamline administrative service systems for client services.
- c. Provide excellent customer services- Engage directly with clients/visitors to determine needs; ensure appropriate identification has been received from client; trouble shoot and redirect as needed; answer inquiries and provide information regarding Agency services
- 2. Assist in intake services as needed - Determine appropriate direction to be taken for clients within program or provide referrals to external resources or provide agency information to appropriate program.
- 3. Perform tasks to support the Holiday Program as assigned. As assigned by supervisor this position will support the department's efforts within the Annual Holiday Program. This may cause some redirection of day-to-day work normally done throughout the year.
- 4. Assist with training and supervision as needed of assigned program volunteers
- 5. Sustained professional boundaries with all agency constituents.
- 6. Perform job with excellent and reliable attendance.
- 7. Maintain confidentiality and perform all work with high integrity, ethics and within Agency values.
- 8. Communicate effectively and timely in all aspects of the job.
- 9. Assess personal safety in each interaction and undertake due diligence in maintaining personal safety.
- 10. Conduct all business and work within federal, state, county, municipal, industry and agency regulations, policies and procedures.
- 11. Represent the organization in a professional and courteous manner at all times internally and externally. Remain a resource to entire Agency.
- 12. Report and complete any necessary incident reports within 24 hours. Review the incident report(s) and discuss with Client Services Manager, as needed.
- 13. Attend trainings and meetings as assigned including, but not limited to, dept. meetings/training, all staff meetings/training, and others as required.
- 14. Other duties as assigned.

## HOW TO APPLY

Interested candidates for this position will be required to submit a cover letter and resume to:

SAMARITAN HOUSE HR Specialist/Recruiter  
 4031 Pacific Blvd. San Mateo, CA 94403  
 E-mail: [jobs@samaritanhousesanmateo.org](mailto:jobs@samaritanhousesanmateo.org) Via facsimile: (650) 294-4336

No phone calls, please! Samaritan House is an equal opportunity employer. Because of the volume of applications Samaritan House receives, we regret we are not able to respond to every applicant individually. If your skills and experience are a good match for this position, we will contact you for an interview.

## ACKNOWLEDGMENT

*Please sign below in acknowledgment that you have received and understand the job description of Administrative Coordinator - Client Services*

\_\_\_\_\_  
 Employee Signature                      Date

\_\_\_\_\_  
 Supervisor Signature                      Date

\_\_\_\_\_  
 Vice President of Human Resources      Date