



# POSITION DESCRIPTION

Position Title:	<b>Holiday Program Registrar</b>
Candidate:	TBD
Department:	Client Services Program
Supervisor:	Associate Director of Client Services
FLSA:	Temp Full-Time/Hourly/Non-Exempt
Salary Range:	\$27.00 per hour
Effective Date:	Mid-September to Mid-January (17 Weeks / 680hrs)

## 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 general supervision of the Director of Programs and Services the Holiday Program Registrar's primary responsibility is client reception and greeting; client data collection including documenting correct demographic and income information; schedule, reschedule and confirm all client appointments with case managers for Holiday Program registration and maintain an organized and orderly flow of clients through the client services reception and lobby area.

This position requires excellent oral and written communication skills in English and Spanish. Incumbent must have the ability to multi-task and prioritize; respond directly to a high volume of client telephone, face to face and e-mail communications while maintaining the staff/client-appointment schedule for Holiday Program registration.

## JOB QUALIFICATIONS

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

### EDUCATION:

- High School Diploma.

### EXPERIENCE:

- Candidates must have some experience related to the position's principal duties and responsibilities. Reception or Administrative Experience required.

### KNOWLEDGE, SKILLS, AND ABILITIES:

- Bilingual and Bicultural English/Spanish candidate required.
- Ensure excellent client services at all levels. Demonstrate a caring and helpful attitude when interacting with clients, vendors, volunteers and fellow employees.
- Demonstrated planning and organizational skills required to execute activities according to stated policies and objectives

- Demonstrated ability to communicate effectively both oral and written including the ability to understand and follow oral and written instructions in an independent manner, able to meet deadlines and complete all work in a timely manner (within required deadlines).
- Ability to work flexible schedules, including evenings and/or weekends if needed.
- Proficient with Microsoft Office Suite (excel, word, access database programs etc); Excellent database skills
- Proven ability to conduct all interactions with all constituents in a highly ethical manner demonstrating high level of integrity.
- Demonstrated ability to exercise appropriate judgment with tact and diplomacy both under normal and stressful situations. Must be able to maintain appropriate composure when faced with escalated situations.
- Ability to establish and maintain successful and effective relationships with Samaritan House constituents. Includes ability to successfully work collaboratively and or independently.
- Demonstrated solutions-based approach to problem solving in an effective, efficient and timely manner. Ability to be creative and show initiative.
- Ability to follow Agency Policies and organize work to Samaritan House policies, procedures and best practices which include any related federal, state, or local agency requirement.

## PHYSICAL REQUIREMENTS AND BACKGROUND CHECK

Candidate must have the physical, visual, and auditory ability to perform the essential functions of the job and to respond to emergencies with or without reasonable accommodations. Reference checks and background checks will be performed prior to and at commencement of employment. Candidate must be able to work in a clinic environment with occasional-to-regular interruptions. Activities may include but are not limited to: repetitive hand/arm motion (computer work), extended periods of standing and/or sitting at a computer workstation, regular travel, occasional bending, pulling, pushing, reaching, lifting, and carrying up to 20 pounds. This position will require the usage of a mobile device or other assigned equipment, which will be provided. Position is on site with occasional travel to partner agencies as assigned. Traditional business schedule while program is developed. When program is launched schedule will require flexibility to meet with clients which includes some evenings as needed.

## ESSENTIAL FUNCTIONS OF THE JOB

1. 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 environment.
2. Prepare office to accept clients prepare and distribute daily schedules.
3. Greet all client according to Excellent Customer Service, and collect all pertinent demographic and income information.
4. Validate and correct necessary client information in the database as needed.
5. Schedule, cancel, confirm, and re-schedule Client appointments.
6. Set up follow-up appointments as needed, and ensure clients receive all necessary oral and written communications necessary with regard to the Holiday program.
7. Perform other duties similar to the above in scope and function as required.
8. Assure necessary documents in the client file,
9. Work collectively with partner Organization to assure clients remain part of only one organizations Holiday program.
10. Prepare all necessary client reports needed for toy distributions by allotted deadlines.
11. Assist in maintaining accurate client and business records.
12. Maintain accurate log of all calls in support of client services.
13. Establish and maintain consistent communication with the Associate Director of Client Services regarding the status of registrations.
14. Exhibits professional demeanor at all times while representing the organization.
15. Supports the mission statement of the organization and assists in developing, exhibiting, enhancing, and promoting quality customer service through team efforts.
16. Exhibits flexibility, sensitivity, and respect, maintaining a working relationship with all team members.

## 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 Holiday Program Registrar*

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

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Date