

Full Job Posting -

Crisis Mitigation Coach (Receptionist)

Salary

\$17-\$19

Available shifts

Monday to Friday, Day shift

Job Type

Full-time

Newcap, Inc.

Green Bay

Summary of the Role

Newcap is a community action agency equipping low-income citizens with the tools and potential for achieving economic security. We are seeking to add a **Client Resource Specialist (Receptionist)** to our growing team at Newcap where we are embracing a Whole Family Approach. Meeting families not where they are – but *where they dream*. The Whole Family Approach is a family-led strategy that provides adults and children with the tools they need to set and meet goals together as a family. This model uses a holistic approach partnering with the family to address their needs and make progress on their goals; this partnership increases the likelihood of long-term success for everyone involved. By using the WFA, family members work together to support each other's goals and achieve long-term change and stability. Every family brings strengths, and every family knows best what it needs. We support and cheer them on.

Being a part of this, the **Client Resource Specialist (Receptionist)**, is primarily responsible for greeting, providing information, referral, crisis and short-term interventions and assistance to clients who walk in as well as answer phones in our call center. This position works closely with all Program Directors and Reception team to give our clients the best experience and care.

Why Join Newcap?

Newcap, Inc. is a private non-profit Community Action Agency whose mission since 1965 is to move people from poverty to opportunities and economic security while enhancing community development. This means you not only make a living, but you get to *do good* too. If you have ever wanted to make a difference every day, this is the place for you.

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

Job Responsibilities:

- Typical reception job duties (incoming calls, greeting people, maintaining supplies, opening mail, etc.)
- Greet clients who walk-in/call the office
- Research referral requests, provide information, deescalate challenging situations, and communicate in a positive and professional manner with all individuals.
- Utilize person-centered and trauma-informed assessment to identify and prioritize client needs. Support and encourage clients' self-advocacy. Meet client service standards set forth by the Agency regarding quantity, type, and quality of services to be delivered to clients.
- Become familiar with services and programs provided in-house to be able to efficiently transfer calls and requests to direct service staff. Maintain and update the central resource hub to help clients with issues such as, but not limited to, housing, rental assistance, energy assistance, recovery programs, food, health etc. Be familiar with the resources available in the area and refer clients to appropriate services.
- This position would have blocks of time in the areas of: reception desk, answering phones in phone triage office, and data entry.
- Effectively communicate Agency policy, mission, and values to other program staff, funders, collaborating organizations, and the community.
- Must have the ability to handle difficult situations independently and understand and have compassion for client's needs.

JOB CONDITIONS:

- Schedule is Monday to Thursday 7:30 AM to 5:00 PM; Fridays 8:00-12:00PM (may have to flex schedule)
- Will work with clients who may be in crisis.

EDUCATION AND EXPERIENCE REQUIREMENTS

- a. High School diploma or equivalent.
- b. technical degree in office related field or 2 years of office/clinic environment experience.
- c. Prior Receptionist experience in hospital/urgent care or Crisis center preferred.
- d. Proficient in Microsoft Office, SharePoint, Microsoft Teams
- e. Eager to learn new and adaptive software.

Benefits:

You bring the skills, experience, and awesome attitude – what do we give back?

In addition to being part of a \$28 million (and growing) 10 county organization where over 97% of our 145+ staff say, “we make a substantial difference in our community,” We offer:

- Full time, stable, year-round work.
- Over 4 weeks of paid time off in year one
- 16 paid holidays
- Medical insurance with very low premiums for you AND your family (they are our family too)
- Dental insurance that has no premium after the first year provided that two dental cleanings per family member has occurred within the previous year.
- Retirement plan with match and 100% vesting from first contribution
- Vision insurance
- HSA contributions
- Wellness Incentive program
- Disability coverage
- Employee Assistance Program
- Ongoing training and education
- Employee and family events
- Family friendly, family minded organization