



www.fhpdx.org

Customer Service Representative – On-call

Friendly House values equity, diversity, and inclusion. People with lived experience in communities of color and other marginalized groups are encouraged to apply.

About Friendly House

Friendly House, a nonprofit neighborhood center and social service organization, promotes the interdependence of people from all walks of life to meet educational, recreational and human-service needs in the Portland Metropolitan area. Friendly House creates opportunities for people of all income and age groups to increase social capital, which we define as the bonds that encourage mutually beneficial support. We operate two major programs in Northwest Portland: Community Services and our Children's Programs. Founded in 1930, the organization has remained true to its settlement house roots, giving special attention to the needs of people facing extraordinary challenges, including children, low-income families, older adults and LGBT older adults, to assure their inclusion in the fabric of society. We encourage applicants to visit our website (www.fhpdx.org) to learn more.

Job Overview

The Customer Service Representative position is customer focused to meet or exceed internal and external customers' expectations and needs. The person who fills this position must put customers at the center of all work activities and take time to ensure that every Friendly House customer feels valued. This position represents the face of Friendly House and is often the first contact with potential customers.

Responsibilities and Duties

- Performs a variety of customer service and clerical functions, including welcoming guests into the building, answering multi-line phone system and forwarding calls, checking facility users in, maintenance of appropriate records, preparation of general reports, and retail sales
- Provides a critical first link to the public and is integral to good building security
- Provides specific information to the general public, including answering questions about programs offered, suggesting appropriate programs for that individual's needs, explaining rules, regulations, programs and fee schedules to first-time users, and providing directions as necessary (in person and over the phone)
- Maintains positive interactions in situations that can be challenging to handle involving customers of all ages and backgrounds
- Exercises initiative and independent thinking in promoting activities and suggesting appropriate services
- Operates standard office equipment including copier, fax, filing systems, phones, cash register, and computer; performs duties on computer using spreadsheets and other programs
- Sets up and breaks down meeting rooms, as assigned
- Supports the program director and staff with other duties as assigned

Qualifications

- Strong interpersonal and communication skills to work effectively with diverse constituencies
- Ability to solve problems and make decisions under pressure and within time constraints
- Ability to work independently and as a team member, and to interface with others throughout the organization
- Must pass criminal background check
- Ability to follow fiscal procedures consistently and accurately and with attention to detail
- Knowledge and proficiency on PC-based software (Windows and Office 365)

Requirements

- Must pass criminal background check
- Must show proof of COVID-19 vaccination

Benefits

Paid sick leave, a Friendly House fitness membership and discounts on some activities

Send resume and cover letter (required) to: HR Manager

Email (PDF preferred):

hr@fhpx.org

Mail:

HR Manager, Friendly House, Inc., 2617 NW Savier St., Portland, OR, 97210

Reports To: Director of Operations
Posting URL: <https://www.fhpx.org/jobs/>
Travel Required: None
Position Type: On-call, part time. \$15/ hour.

Job Conditions: This job is performed at Friendly House's Crawford building, an ADA-compliant building. Applicant must be able to work non-standard hours, including evenings and weekends.

Date Posted: 11/19/2021
Posting Expires: 12/03/2021

Notice of Non-Discrimination

Friendly House values equity, diversity, and inclusion. People with lived experience in communities of color and other marginalized groups are encouraged to apply. It is the policy of Friendly House to treat all people with dignity and respect. The agency prohibits discrimination based upon race, sex, religion, color, gender identity, age, national origin, marital or familial status, pregnancy, sexual orientation, citizenship status, military service, veteran status, housing status, source of income, political affiliation, union affiliation, physical or mental disability or other protected status in accordance with applicable law. In addition, we shall not discriminate against minority-owned, women-owned or emerging small business.