



## Job Description

<b>Job Title:</b>	Customer Service Representative	<b>Reports To:</b>	Director of Operations
<b>Department/Program</b>	Community Services Community Recreation and Education (CRE)	<b>Travel Required:</b>	No Travel Required
<b>Location:</b>	Friendly House Crawford Building 1737 NW 26th (at Thurman St.)	<b>Position Type:</b>	Regular, full-time, 30–35 hours per week. Available shifts include Monday-Friday afternoons and early evenings, as well as Saturdays during the day.
<b>Pay Range:</b>	Hourly wage is set at \$16.00	<b>Job Conditions:</b>	This job is performed at Friendly House’s Crawford building, an ADA compliant building. Applicant <u>must</u> be able to work non-standard hours, including evenings and weekends.
<b>Benefits:</b>	A Friendly House fitness membership and discounts on some activities are provided, as well as sick leave.	<b>Timeline:</b>	Date Posted: 12/3/21 Posting Expires: 12/14/2021
<b>Scope of the Position:</b>	Stationed at the Front Desk, the CSR is part of the CRE program, in our Community Services department. The CSR must put customers at the center of all work activities and take time to ensure that every Friendly House visitor feels valued. This position reports to the Director of Community Services and represents Friendly House as the first contact with potential customers.		
<b>Equity, Diversity, and Inclusion</b>  Friendly House values equity, diversity, and inclusion. People with lived experience in communities of color and other marginalized groups are encouraged to apply.	<b>Non-Discrimination Statement:</b>  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.		

### Resume and Cover Letter Accepted By:

#### Email (PDF preferred):

Hiring Team Leader: Executive Assistant

hr@fhpd.org

Subject Line: CSR Applicant

#### Mail:

Human Resources

CSR Applicant

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

## Essential Functions

- 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 Excel spreadsheet and other programs.
- Sets up and breaks down meeting rooms, as assigned.
- Supports the program director and staff with other duties as assigned.

## Other Job Functions

- Understands, interprets and explains department policies and procedures to the public and staff.
- Helps Friendly House fulfill its community building mission through positive interactions with students, families, staff, and the community.
- Follows Friendly House Risk Management Plan.

## Qualifications and Education Requirements

- Exceptional interpersonal and customer service skills.
- Ability to work effectively on diverse teams and/or with a diverse range of people.
- Effectively and professionally communicate and interact with customers of all ages and backgrounds in a tactful and courteous manner.
- Maintains composure and professionalism while dealing with various distractions, interruptions, and at times, what may be perceived as challenging interactions with the public.
- Ability to lift up to 25lbs when room set-up/breakdown is required.
- Basic mathematical skills to operate cash register and make correct change.

## 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. To learn more, please visit [www.fhpdx.org](http://www.fhpdx.org).

Reviewed By:	Hugo Cuellar	Date:	10/10/2019
Approved By:	v. albanese	Date:	10.11.2019
Last Updated By:	Denise Lafond	Date/Time:	11.29.2021