

## POSITION DESCRIPTION

Position: Resource Center Coordinator  
Program: Resource Center  
Reports to: Operations and Compliance Director  
Status: Non-exempt  
Date Revised: 1/2021

### POSITION SUMMARY:

The Resource Center Coordinator is responsible for assuring quality service in a safe, non-judgmental manner to all clients, visitors, volunteers, and employees compassionately and professionally as it relates to the specific administrative job duties. Objectives include providing professional direction and guidance to volunteers, visitors and staff as required. Work is performed in a cost effective and service oriented manner as it relates to established organizational standards.

### OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements to achieve established objectives of the Resource Center.
  - 1. Greet the public and provide assistance to all walk-in visitors to the property.
  - 2. Receive all incoming calls, answer questions for clients, visitors and staff, and direct calls as needed.
  - 3. Receive and post client messages.
  - 4. Maintain client mail (date stamp, sort, forward, etc.).
  - 5. Sign clients up for services such as mail, phones and computer use.
  - 6. Provide copies of applications and resource materials.
  - 7. Distribute donated items to agencies or clients.
  
- B. Perform daily responsibilities for the operating needs of the Resource Center.
  - 1. Ensure clients are entered into HMIS accurately
  - 2. Produce new and reprint Clarity Cards.
  - 3. Recruit, schedule, and train volunteers.
  - 4. Complete incident reports.
  - 5. Maintain and order supplies.
  - 6. Schedule activities and/or services in the Tom Vetica Resource Center (VA, Disability Action Advocates, Financial Literacy, Girl Scouts, Parenting, Social Security, AA, Computer Classes, etc).
  - 7. Obtain resource materials for the Resource Center (welfare apps, brochures, etc).
  - 8. Maintain current job listings (job board, job book).
  - 9. Respond to calls from law enforcement, Washoe County Social Services, and Coroners regarding next of kin or client information.
  - 10. Take in donated goods when appropriate.
  - 11. Provide IT assistance to the Resource Center clients (set-up emails, printing, resume building, etc.)
  
- C. Provide clerical assistance for the Resource Center.
  - 1. Perform data entry.
  - 2. Create spread sheets and reports as requested.
  - 3. Copy, fax and distribute documents for the Resource Center as requested.
  - 4. May perform other duties as assigned.

D. Responsible for self-development

1. Continually learn and enhance technical and interpersonal skills.
2. Cross training.
3. Attend staff meetings/assigned training and complete required certifications as needed to perform duties.

**EDUCATION AND EXPERIENCE:**

This position requires a high school diploma or equivalent. Two years working with the homeless or related population is preferred. This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to homeless and persons with disabilities. Necessary office skills include proficiency with computers, especially data entry using Excel and Word. The position requires demonstrated ability in record keeping, mathematical comprehension, good written and verbal communication skills, ability to provide a kind and welcoming environment to all visitors and a polite telephone demeanor.

**SPECIFIC SKILLS REQUIRED:**

Teamwork skills  
Oral and written communication skills  
Computer skills  
Ability to type a minimum of 40 wpm  
Organizational skills  
Analytical and decision making ability

**PHYSICAL REQUIREMENTS:**

Lift and move up to 25 pounds  
Physically able to safely maneuver weight distribution of office supplies  
Stand, walk, bend, stoop, and sit frequently  
Climb Stairs as needed  
Kneel occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are many times performed independently with accessible guidance and direction from the designated lead. This person must be able to function both independently and in a team environment working towards attainment of operational goals.

**SUPERVISION EXERCISED:**

This position does not supervise, however, it is delegated training and lead responsibilities to temporary and or volunteer support as needs may require.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with visitors, clients, and all levels of staff. The Resource Center Coordinator is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all individuals with whom he/she interacts. Tact, discretion, and resourcefulness are required at all times.

**FINANCIAL RESPONSIBILITY:**

Minimal, however, errors in receipts and distribution for accounting purposes can have major impact.

**NUMBER OF EMPLOYEES:**

No employees report to this position.

**This Resource Center Coordinator job description does not constitute a written or implied contract and may be changed as business needs arise.**

Indicate anything that would keep you from meeting the job duties as outlined above.

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Employee Signature \_\_\_\_\_ Date Signed: \_\_\_\_\_