



Horizon House

JOB OPENING-POSTED 12-7-2018
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Starting Rate of Pay: Hourly/Non-Exempt - DOE

Requisition #74-2018

Title:	Community Life Associate	Dept:	Community Life
Supervisor:	VP of Community Life	Effective Date:	8/2017
Status:	Part Time: Monday-Friday (9AM to 2PM)	Grade 15:	Non-exempt

Summary:

The Community Life Associate is responsible for making residents, guests and staff of Horizon House feel welcome by providing services associated with Reception Desk, Community Life office and Concierge functions with exceptional customer service. This position is the first impression guests and visitors will have of Horizon House and requires exceptional customer service and communication with seniors, staff and all visitors. Your customer service will serve as an example for all staff of Horizon House.

Essential Job Duties:

1. Perform the established essential duties for Reception Desk, Community Life office and Concierge as assigned. Greet every person that walks in the door with a smile and a warm welcome and ensure that all guests and vendors sign in and state their business.
2. Provide information and services based on the resident, guest or staff's needs and your ability to meet that need, without regard for the current Community Life assignment.

Secondary Job Duties:

1. Communicate and work in concert with other Community Life Associates to ensure that all areas of Community Life are covered.
2. Communicate and coordinate with other departments as needed to meet the needs of the residents, guests or staff.
3. Ensure working knowledge of all procedures and office machines and equipment in Community Life.

Job Requirements:

The position requires consistent exceptional customer service, and willingness and patience to communicate with and respond to the needs of seniors. Must be able to efficiently manage multiple tasks. The position requires neat handwriting and a clear speaking voice. Good communication skills and a high degree of accuracy are essential. Required also is English language proficiency in speaking, writing and listening. A neat and professional appearance that meets the dress code for Horizon House is required. Follow verbal and written instructions and accept supervision well. Work cooperatively as a team member. Treat all resident information with confidentiality. Observe all safety policies and procedures. This position requires some flexibility to work nights, weekends and/or early mornings.

Confidentiality Requirements:

Employee accesses, uses and/or discloses Protected Health Information, as defined by HIPAA, only to the extent minimally necessary to accomplish essential job functions. Employee practices appropriate safeguards to prevent unauthorized access, use and/or disclosure of PHR (paper, electronic and oral) within his/her work area.

Experience/Knowledge/Education/Specialized Training Required:

High School Diploma, GED or equivalent experience, Associates Degree preferred. Experience of at least one (3) years in customer service and cash handling. Resident contact experience in a retirement or senior home setting is a plus. Minimum of intermediate skills with MS Office Suite and comfort/familiarity with various web-based computer systems. Accurately type a minimum of 30 wpm.

Material/Equipment Directly Used:

Ability to operate multi-line phone, voice mail, fax, copier, typewriter, computer, postage meter and scale, 10-key calculator, two-way radio, electronic door security system, Key Card System, Bosch and VCR equipment.

Physical and Environmental Requirements:

1. Ability to use hands adequately to perform the essential functions of the job such as operating attendant's console and sorting mail.
2. Ability to lift up to 25 lbs. from the floor to a shelf in a confined area.
3. Ability to sit and/or stand continuously for up to four (4) hours.
4. Ability to work in an indoor office environment.
5. The person performing this job is not at risk for bloodborne pathogens.