



Job Announcement

The Crosby

Job # 17-5648SF

Position Title: Front Desk Clerk **Posting Date:** March 8, 2017
Property Name & City: The Crosby, San Francisco Tenderloin
Position Type: Two Full Time and Two Part-Time (four Openings)

COMPANY SUMMARY:

The John Stewart Company is a full-service housing management, development and consulting organization that began in 1978 with a commitment to providing high quality service in the affordable housing sector. We work to enrich the lives of our residents and employees, while delivering our services cost-effectively, efficiently and with the highest levels of professionalism, compassion, integrity and respect.

POSITION SUMMARY:

Currently seeking **Two Full Time/Two part time front desk clerks** for The Crosby, located at 516 O'Farrell Street, in the San Francisco Tenderloin. The Crosby is a Care Not Cash/Housing First property for formerly homeless individuals. The Front Desk Clerk monitors traffic in and out of the building, communicates with tenants, visitors, staff, and vendors. Other responsibilities: answer the phone; respond to building and resident situations; logs building activity in the daily journal; write Incident Reports and End of Shift Reports; write Work Orders; promote The Crosby's policies in a manner consistent with Fair Housing regulations, and keeps the reception area neat. Starting pay is \$13.74/hour.

DUTIES & RESPONSIBILITIES:

- Answer front desk telephone. Log communications, building activity including violations of the House Rules & Visitor Policy or any other pertinent building/policy requirements. Completing work orders, purchase orders & related.
- Respond to emergencies by calling the appropriate emergency service, (i.e., police, ambulance, fire department) and act as a resource in emergency situations.
- Complete *Incident Reports* for all "unusual events", in particular when emergency services are involved and contacting Property Manager as needed.
- Promote compliance of building policies including the denial of entry to visitors who are determined by management to have violated the rules.
- Be courteous and professional toward residents and their guests while maintaining professional and appropriate personal boundaries.
- Perform all other related duties such as attending monthly Staff Meetings and Training sessions.
- Fill in as requested when other desk clerks are absent.

QUALIFICATIONS:

- **Strong work ethic and professional decorum** are required, along with the ability to perform each primary job function satisfactorily. **Excellent tactful and diplomatic communication skills**, both verbal and written; experience working with people of various cultural backgrounds, especially those with mental health issues or special needs is a plus.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Send Resumes to: jsojobs@jso.net **IMPORTANT NOTE!** In order to be considered for this position you **MUST** include the Job Reference #17-5648SF in the subject line of the email. - **NO PHONE CALLS PLEASE**



An Equal Opportunity Employer

The John Stewart Company ("JSCo") provides equal employment opportunities to all employees and applicants for employment without regard race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, veteran status, or any other consideration made unlawful by federal, state, or local laws. San Francisco ONLY: JSCo will consider qualified applicants with a criminal history pursuant to San Francisco's Fair Chance Ordinance. Oakland ONLY: Section 3 candidates will be given priority at Section 3 properties.