



Bay Area Turning Point, Inc.

Job Title: Hotline Specialist	Job Code:
Department: Administration	Reports to: Chief Operations Officer (COO)
Effective Date:	FLSA Status: Non-exempt

Position Overview

Hours: 40 hours weekly: M/T/F 8:30 AM-5:30 PM; with an hour lunch (11:30 – 12:30) W/Th 11:30 AM-8:30 PM; with an hour lunch (4 pm – 5 pm). *Hours may be flexible as necessary to achieve program objectives, tasks, activities, responsibilities, and to effectively document outcome measures and variances.*

Summary Description: Provide front desk coverage by answering the agency's 24-hour Domestic Violence and Sexual Violence hotline, greet guests, and receive and handle community donations. Assist the Compliance Department with data entry of hotlines completed by staff and volunteers.

Essential Duties and Responsibilities

- Provide front desk coverage as assigned to include answering the business line, greeting guests, accepting donations, scheduling appointments and handling hotline calls for assistance.
- Enter data into the agency's service database
- Complete walk-in hotlines
- Ensure timely and accurate appointment scheduling for Advocates and Counselors
- Provide guidance to agency hotline and receptionist volunteers when needed
- Assist with hotline training as needed
- Provide trends, common errors and suggestions to the supervisor to ensure effective service delivery
- Assist in performing other clerical tasks as assigned.
- *Attend meetings as requested*
- Other duties as assigned

Education and Other Requirements

- Minimum of 2 years experience in customer service and administrative functions
- Ability to answer multi-line telephone for both business related calls and crisis intervention.
- Ability to multitask and problem solve.
- Sensitivity to clients and knowledge of the issues addressed by the agency
- Ability to manage and adjust to a changing workload
- Must demonstrate knowledge in the use of Microsoft Word, Excel and Publisher.
- Ability to convey concepts and ideas in an orderly, sequential oral and written form
- Strong planning and organizational skills with attention to detail
- Strong customer relations, communication, and leadership skills
- Ability to keep confidential information
- Must have a current Texas Drivers License, clean driving record, and be insurable
- Ability to lift/carry/move a minimum of 40 lbs. for an extended distance
- Must be insurable with valid automobile insurance & at least 2 years of verifiable driving experience

I have read and understand the essential job functions that have been outlined in the above job description for Bay Area Turning Point.

Employee Signature

Date

Supervisor's Signature

Date

Rev: 5/6/16; 8/2016; 10/16; **10/2017**
Hotline Specialist

HR use only	
Job code	
Job Classification	
Management? (Yes/No)	No
Last revised	10/2017

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.