

Bay Area Turning Point, Inc.

Job Title: Hotline Specialist B	Job Code:
Department: Client Services	Reports to: Advocacy Manager
Effective Date:	FLSA Status: Hourly/Non-Exempt

Position Overview

Typical workweek: **40 hours weekly**

Monday, Tuesday, Thursday 8:00 AM-5:30 PM; Hour lunch 12:30 PM – 1:30 PM

Wednesday 11:30 AM - 8:30 PM; Hour lunch 4 PM – 5 PM

Fri 8:00 AM – 3 PM; Half-hour lunch 12:30 PM – 1:00 PM

Hours may be flexible as necessary to achieve program objectives, tasks, activities, responsibilities, and to effectively document outcome measures and variances.

SUMMARY DESCRIPTION OF POSITION:

Provide front desk coverage by answering the agency's 24-hour Domestic and Sexual Violence crisis hotline, greet guests, and receive and handle community donations. Provide training to new staff and volunteers in both classroom and hands-on settings. Enter hotline calls into agency's database, OSNIUM.

On average, time spent will be 90% (36 hours) **crisis intervention and related tasks for Domestic Violence victims** and 10% (4 hours) **crisis intervention and related tasks for Sexual Assault victims** (OAG grant funded time).

RESPONSIBILITIES:

- Provide front desk coverage as assigned to include answering the 24-hour crisis hotline, business line, greeting guests, accepting donations, and scheduling appointments for victims.
- Enter hotline data into the agency's service database (OSNIUM),
- Complete face-to-face, walk-in hotlines
- Ensure timely and accurate appointment scheduling for Advocates
- Provide guidance and training to agency hotline and receptionist volunteers
- Assist with hotline training both classroom and hands-on
- Provide trends, common errors and suggestions to the supervisor to ensure effective service delivery
- Assist in performing other clerical tasks as assigned.
- Check the agency's "get help" email daily and respond appropriately to potential clients.
- Complete hotline and correspondence for prison letters
- Update and maintain agency's referral rolodex
- Attend agency staff meetings: monthly (2nd Tuesday, 8:45 am to 10:45), quarterly (2nd Friday, 4 hours) and as requested
- Communicate urgent concerns to supervisor immediately
- Attend meetings as requested
- Other duties as assigned

REQUIRED SKILLS/QUALIFICATIONS:

- 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

By signing below, I verify that I have read and understand the job description of the and agree that these are the elements, tasks, responsibilities and expectations of the Hotline Specialist position with Bay Area Turning Point, Inc. I understand that ADHERENCE TO THE AGENCY'S POLICIES AND PROCEDURES IS A MANDATORY COMPONENT of this job description. THIS JOB DESCRIPTION IS NOT ALL INCLUSIVE AND THE AGENCY RESERVES THE RIGHT TO CHANGE IT WITHOUT NOTICE. Changes in the job description do not necessarily indicate a change in hours, title and, or rate of pay.

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

Hotline Specialist B 1/2019

HR use only	
Job code	
Job Classification	
Management? (Yes/No)	Yes
Last revised	12/2018; 1/2019

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.