



Delivering Innovation in Supportive Housing (DISH) Job Announcement: Desk Clerk

Due to the nature of the work, it is a requirement that all employees must be fully vaccinated against COVID-19.

Delivering Innovation in Supportive Housing (DISH) is looking for a Desk Clerk. Desk Clerks represent DISH property management by greeting tenants and visitors, monitoring building traffic, providing security to the building, and communicating appropriately and adequately with residents, guests, service providers and staff. As a part of the site team, this position helps to ensure a high standard of customer service, cleanliness, and a hazard-free environment.

The Desk Clerk is a non-exempt position. Non-exempt employees work a standard 32-40 hour (Depending on assigned shift schedule) work week. Time beyond 32-40 hours (Depending on assigned shift schedule) is at the manager's discretion and must be pre-approved.

Qualified Applicants must be interested in:

- Ending homelessness for adults with a housing first approach in a harm reduction setting
- Providing great customer service in a supportive housing setting
- Collaborating on housing retention as a goal for all tenants
- Assisting in the day-to-day operation of their property
- Developing a supportive environment for all tenants using trauma-informed approach

AGENCY DESCRIPTION: Delivering Innovation in Supportive Housing believes that everyone deserves a home. Every day, we provide high-quality, permanent housing to San Franciscans who suffer from serious health issues—because with our help, they can get off the streets, rebuild their lives, and strengthen our communities. For more information, visit dishsf.org.

Our Mission: Delivering Innovation in Supportive Housing (DISH) strives to provide excellent property management services to help end homelessness in San Francisco. DISH, a project of Tides, provides custom property management services exclusively to the HSH's Adult and Veterans housing programs. Through its work, DISH hopes to demonstrate the healing effects of home and stable community, to reinforce the self-worth of persons who have not had access to a clean, beautiful place to live, and to involve tenants in healthy and life affirming activities by drawing upon the diverse opportunities in San Francisco.

Our Values

1. Demonstrate excellence: In our work and in our interactions.
2. Stay focused: On what's most important and within our control.
3. Under-promise and over-deliver: Managing expectations along the way.

4. Use initiative and innovation: Improving our services and performance.
5. Be fair and consistent: Implementing our policies and procedures.
6. Be mindful and prudent: With income and expenses.
7. Be respectful and hopeful: With tenants, partners, coworkers, and ourselves.
8. Be open: To different opinions, challenging discussions, and taking risks.

Our Service Commitments

1. Warm greetings & interactions every chance we get
2. Professional appearance every day
3. Service through helping
4. Be present and respectful at all times
5. Stay calm in the eye of the storm
6. Strive for the best environment to be in and work in

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Logs communications and building activity, including unusual events as well as violations of the house rules, visitor policy, and other policies and procedures.
- Answers telephones, direct calls and take accurate messages.
- Responds to emergencies by calling the appropriate emergency services and on-call staff, and act as a resource in emergency situations.
- Investigates on residence floors when necessary and appropriate i.e., noise complaints, facilities issues, etc.
- Enforces the appropriate building policies and house rules.
- Conveys accurate information to the appropriate authorities as needed.
- Keeps the lobby areas neat and clean during shift and ensures that the front desk is organized and ready for the next desk clerk to come on site i.e., taking out the trash, wiping the front desk down, mopping or vacuuming front desk area if necessary.
- Informs the General Manager and/or other appropriate staff of any unusual activity or maintenance issues in a timely manner.
- Makes recommendations to the General Manager relating to the general improvement of the building and community.
- Carries out all job responsibilities in a manner that reflects concern for personal health and safety and that of co-workers and tenants. Is responsible for learning and following all published job safety policies and procedures.
- Attends and actively participates in staff meetings and trainings as assigned by General Manager, including mandatory meetings held outside of scheduled work hours
- Performs administrative duties as assigned by the General Manager.
- Demonstrate the DISH Mission, Values, and Service Commitments at all times.
- Consistently and effectively implements all Tides and DISH operating and human resource policies and procedures.

OTHER DUTIES AND RESPONSIBILITIES

- Performs additional related duties as assigned.

EDUCATION AND EXPERIENCE

- At least one year experience in and willingness to work in a team environment required.
- One year of general office experience preferred.
- One year of experience with customer service provision or client relations preferred.

KNOWLEDGE, SKILLS AND ABILITIES

- Bilingual and able to read, write and speak Spanish proficiently is a plus
- Commitment to and ability to demonstrate the mission and values of DISH and enthusiasm for working as a team member.
- Ability to take direction from a supervisor.
- Ability to communicate effectively through reading and writing in professional level English. Ability to communicate in Spanish is a plus.
- Skill in basic math is required as is the ability to follow instructions and accurately complete standard templates and forms as well as messages, incident reports and other notes and documents.
- Ability to answer telephone and greet tenants and guests clearly and professionally.
- Ability to multi-task in a fast paced work environment, and to prioritize among competing pressing issues.
- Ability to manage expectations and meet deadlines in a timely and effective manner.
- Ability to relate calmly and professionally with tenants, guests, co-workers, vendors and emergency services.
- Ability to communicate effectively with people from diverse backgrounds, including people with active mental health issues, active substance use issues, and histories of homelessness and trauma.
- Ability and willingness to foster a professional and welcoming environment in all interactions with colleagues, residents, visitors and vendors, regardless of differing identities, backgrounds, beliefs, choices and identities.
- Ability to be flexible and to work effectively in a crisis situation, including the ability to apply de-escalation techniques to volatile situations. Ability to assess when an incident is an emergency and to take appropriate action.
- Ability to maintain a professional personal appearance, which includes wearing their desk clerk uniform at all times.
- Ability to remain awake, alert and responsive at all times during assigned shifts
- Ability to occasionally stay after their shift ends until suitable coverage arrangements are made in situations where their replacement coverage has not arrived to relieve them.

PHYSICAL DEMANDS

(These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions of the job.) Desk Clerks are frequently required to perform moderately difficult manipulative tasks such as writing, completing work orders, etc. Must be able to reach, bend, walk, stand, and sit for extended periods. Depending on the building assigned, the ability to climb stairs will be necessary. The employee must occasionally lift and/or move up to 10 pounds. Employee must be able to

occasionally mop or section off a potential leak or spill to ensure safety to tenants and staff. Employee must have the ability to attend meetings, sit and listen and are frequently required to use a phone. Must be physically able to visually monitor the hotel lobby area and building security camera monitors.

WORK ENVIRONMENT

Incumbent will work at the lobby front desk of one or more Single Room Occupancy, permanent housing residential buildings for formerly homeless individuals, many of whom have significant mental health, physical health and/or substance use issues. Occasionally, this position will be expected to work in different interior and external areas of the property to investigate building floors or respond to an emergency. Shifts may vary in order to cover the 24/7 front desk. Special projects and on-call emergency response may require occasional schedule changes.

COMPENSATION

This is a full-time, Non-Exempt position, starting as soon as possible. Potential shifts include: 8am-4pm, 4pm-12am, and 12am-8am. Entry level pay typically starts at \$23/hour with an additional \$1/hour for any overnight hours. Compensation includes a full benefits package, including medical, vision, dental, vacation, paid holidays, sick leave, and a retirement plan.

EQUAL EMPLOYMENT OPPORTUNITY

DISH, a project of Tides, is an equal opportunity employer. We strongly encourage and seek applications from women, people of color, including bilingual and bicultural individuals, as well as members of the Lesbian, Gay, Bisexual, and Transgender communities. Applicants shall not be discriminated against because of race, religion, sex, national origin, ethnicity, age, disability, political affiliation, sexual orientation, gender identity, color, marital status, medical condition (cancer-related) or the conditions Acquired Immune Deficiency Syndrome (AIDS) and AIDS Related Conditions (ARC). Pursuant to the San Francisco Fair Chance Ordinance, we will consider qualified applicants with arrest and conviction records for employment.

APPLYING

Position is open until filled. Applicants must submit a resume as well as a cover letter expressing their interest in this position and state why they are qualified for this job. Please submit a cover letter and resume via email to: dish.deskclerksearch@gmail.com No phone calls or drops-ins please.