

Delivering Innovation in Supportive Housing (DISH SF)



Job Title: Roving Desk Clerk

Shift: Wednesday to Sunday 8:00pm-4:00am

Reports to: General Manager or Senior General Manager

FLSA Status: Non-Exempt

Position Summary: The Roving Desk Clerk provides consistent front desk coverage across DISH sites to ensure continuous operations when regularly assigned staff are unavailable due to leave, vacation, or illness. This position supports stability and safety within DISH communities by maintaining uninterrupted desk coverage, reinforcing building security, and delivering excellent customer service to tenants, visitors, and service providers.

Roving Desk Clerks are assigned to a set of paired sites but may be deployed to other DISH locations as needed. Flexibility in schedule and work location is essential.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Logs communications and building activity, including unusual events as well as violations of house rules, visitor policy, and other policies and procedures.
- Answers telephones, directs calls, and takes accurate messages in a professional and courteous manner.
- Responds to emergencies by contacting the appropriate emergency services and on-call staff, and acts as a resource in emergency situations.
- Conducts routine checks and investigations on residential floors when necessary and appropriate (e.g., noise complaints, facilities issues, safety concerns).
- Enforces building policies and house rules consistently across all assigned sites.
- Conveys accurate information to supervisors, on-call staff, and authorities as needed.
- Maintains a safe, clean, and organized lobby and front desk area throughout the shift; ensures the desk is fully prepared for the next staff member (e.g., taking out trash, wiping surfaces, mopping or vacuuming as needed).
- Informs the General Manager, Senior General Manager, or other appropriate staff of unusual activity, tenant concerns, or maintenance issues in a timely and detailed manner.
- Provides consistent coverage at multiple DISH properties and adapts quickly to site-specific policies, procedures, and team structures.
- Accurately completes and submits shift reports, incident logs, and coverage documentation to ensure continuity across properties.
- Establishes and maintains positive communication with tenants, staff, and service partners while modeling DISH Values and Service Commitments.
- Makes recommendations to General Managers or site leadership regarding potential improvements to building operations, tenant engagement, or community safety.

- Ensures personal health and safety and that of co-workers and tenants by following all published job safety policies and procedures.
- Attends and actively participates in required trainings and staff meetings, including mandatory sessions held outside of scheduled work hours.
- Supports emergency on-call response systems by maintaining readiness for deployment to other sites when requested.
- Performs administrative and clerical duties as assigned by the General Manager or Senior General Manager.
- Consistently implements all DISH operating and human resource policies and procedures.

Demonstrates the DISH Mission, Values, and Service Commitments at all times through professionalism, accountability, and respect.

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:

- 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 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.

ORGANIZATIONAL RELATIONSHIPS

- Interacts regularly with residents, guests, service providers and staff, internal colleagues and DISH managers.

PHYSICAL DEMANDS:

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

Flexibility Requirement: Desk Clerks will be required to work at other DISH locations at the discretion of the organization. This may involve periodic travel to support operational needs and ensure cohesive management across various sites. Candidates and staff should be prepared to adapt to changes in work location and collaborate effectively with teams in different settings as part of their responsibilities.

SIGNATURES:

I have received a copy and read the official job description for the position that I am accepting with DISH SF. I have discussed the official job description with my supervisor and fully understand the contents and expectations contained therein.

Employee Name (please print)

Employee Signature

Date

I have discussed the official job description with my direct report and answered any questions. The employee has verbally and by their signature above acknowledged that they fully understand the contents and expectations contained therein.

Supervisor Name (please print)

Supervisor Signature

Date