



Receptionist Job Description

About Us

Star House exists to lift young people out of homelessness and into a community of hope. Founded in 2006, Star House operates our nation's only 24/7/365 drop-in center for teens and young adults experiencing homelessness that offers immediate access to safety and hosts continuous best practice research for effective service. Along with the Finance Fund and Columbus Metropolitan Housing Authority, Star House operates the only housing village of its kind in Central Ohio for young people who are exiting homelessness. The organization met the unique needs of 1,457 individual young people in 2023, successfully connecting them with housing, jobs, education, health care, therapy, and a range of community resources.

Star House's mission is to do whatever it takes to support young people as they exit homelessness and thrive in a community of hope. Our vision is to replicate our evidence-based model of service for youth nationally and globally, based on the demand for our services in other communities.

We are seeking a Receptionist who believes in our mission; embodies our values of unconditional love, doing whatever it takes as long as it takes and creating innovative solutions; and who can help us achieve our vision with development expertise.

Job Description

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| Title: Receptionist | |
| Work Location: Star House, 1220 Corrugated Way, Columbus, OH 43201 | |
| Reports To: Drop-In Services Supervisor | |
| <input checked="" type="checkbox"/> Full-Time | <input checked="" type="checkbox"/> Non-Exempt, Hourly |
| Position Summary: The receptionist greets visitors to Star House and provides them with assistance and directions as needed. In addition to welcoming visitors, the receptionist is responsible for operating a multi-line phone system and computer programs. The receptionist also performs a number of clerical tasks and assists staff members as requested. | |
| Responsibilities and Essential Functions: The following duties are representative of performance expectations; however, the list below is not ranked in order of importance. <ul style="list-style-type: none">• Greets people entering the facility, answers questions, provides directions and alerts staff when they have a visitor• Effectively works with persons of varying cultures and diversity | |

- Operates a multi-line phone system which includes answering calls, transferring calls, providing information, scheduling appointments and taking messages as needed
- Displays patience and listening skills to respond appropriately and interact positively with upset clients
- Supports continuity among shifts by documenting and communicating disciplinary actions pertaining to clients, irregularities and continuing needs
- Maintains confidential and sensitive information
- Develops and maintains effective working relationships with coworkers, supervisors, volunteers, clients and the public
- Assists new staff members by providing them with any materials they may need
- Maintains accurate files and records
- Maintains the reception area, keeping it clean and clutter free
- Performs other specific job-related duties as assigned by the Chief Executive Officer or his/her designee

“Job performance is evaluated according to the policy provisions of Star House and the Educational Service Center of Central Ohio-Council of Governments.”

Minimum Qualifications:

- High School diploma, Associates Degree or Bachelors’ degree preferred
- 2 years of administrative office experience, 3–5 years of related work experience preferred
- Excellent verbal and written communication skills
- Excellent interpersonal and customer service skills
- Proficient in G-Suite, Microsoft Office Suite, Including Word, Excel, PowerPoint, Note and Outlook. Data analysis a plus
- Basic understanding of clerical procedures and systems such as recordkeeping and filing
- Strong organizational skills
- Ability to multi-task
- Ability to work independently and make sound, responsible decisions
- Ability to use good judgment and think quickly and rationally in difficult or stressful situations
- Process good problem solving and prioritization skills
- Able to work independently and collaboratively within a team setting
- Ability to prioritize work to meet deadlines and appropriately deal with unforeseen interruptions
- Documentation of a clear criminal record in compliance with state statute
- Complies with drug-free workplace rules and Star House and ESC-Council of Governments policies

Note: This assignment may require a valid driver’s license and access/availability of a reliable vehicle.

Star House is committed to equal opportunity employment, regardless of race, color, religion, age, sex, sexual orientation, gender identity and expression, socio economic status, national origin, veteran or disability status. In order to further Star House’s mission, achieve our vision and live out our values, drawing from the collective wisdom of a diverse group of individuals is essential. With diverse minds influencing our work and decisions, we can go further for the young

people we serve, ensuring that our continued programming and the solutions developed along the way are influenced by the best minds.