

BAY AREA TURNING POINT, INC.

Job Title: Hotline Specialist A	FLSA Status: Non-exempt
Department: Client Services	Reports to: Hotline Services Manager
Effective Date:	Pay Rate: \$37,200/annually \$17.88/hourly

Position Overview

Hours: 40 hours weekly:

Monday, Tuesday, Wednesday 8:00 AM-5:30 PM; Hour lunch 11:30 AM – 12:30 PM

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

Friday 8:00 AM – 3 pm; Half-hour lunch 11:30 AM to 12 PM.

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

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

Essential Duties and Responsibilities

- Provide front desk coverage, including answering the business line, greeting guests, accepting donations, scheduling advocacy appointments, and handling hotline calls.
- 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 to agency hotline and receptionist volunteers.
- Assist with hotline training, both classroom and hands-on.
- Provide the supervisor with trends, common errors, and suggestions to ensure effective service delivery via the hotline.
- Assist in performing other clerical tasks as assigned.
- *Complete the building coverage schedule monthly by the 20th for the preceding month.*
- *Assist with scheduling hotline volunteers monthly.*
- *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 the supervisor immediately.
- 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 using 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.
- Ability to lift/carry/move a minimum of 40 lbs. for an extended distance.

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, 12/28/2018**
Hotline Specialist A

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