

**SPECIAL SERVICE FOR GROUPS**  
**JOB ANNOUNCEMENT**

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**Title:** Clerical Support

**Division:** HOPICS

**FLSA:** Non-Exempt-Full Time (**Temporary**)

**Supervisor:** Program Manager

**Pay Range or Rate:** \$13-14 per hr DOE

**Revised:** 06/29/10

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Summary

Under the direction of the Homeless Drop In Center, the clerical support team member will assist the Homeless Services Unit by performing a wide variety of service coordination duties.

Essential Functions

- Greet and schedule appointments for new and returning clients. (sitting)
- Answer phones and communicate the services provided at HOPICS Homeless Services Unit to the general public.(Sitting)
- Data entry and management, of client information in HMIS System.
- Assemble and prepare client folders in accordance with the standards of our founder(s). (sitting)
- Organize and maintain client filing system (some standing- can be done from a seated position)
- Organize and maintain receipt of client mail. (sitting)
- Copying, faxing and mailing of communications from Homeless Services Unit. (sitting, some standing)
- Establish and maintain database of client referrals and contacts. (sitting)
- Distribution of client tokens (and other incentives) and maintenance of corresponding logs. (sitting)

Secondary Functions

Attend all meetings and activities as they relate to Homeless Services.

Minimum Qualifications - Knowledge, Skills and Abilities Required

Knowledge:

High school diploma or equivalent and at least 2 years working with the homeless population. Knowledge of basic filing system structure. Ability to organize and manage multiple priorities. Experienced of Microsoft Word, Outlook, Internet, Power Point and Excel. Ability to do concise documentation and effectively communicate in written and verbal form. Ability to work and communicate effectively with the homeless and minority populations. Ability to work non-traditional schedule on occasion.

If in recovery, a minimum of three (3) years of being drug and alcohol free is required. Verification of Employment Eligibility, Background Clearance, reliable transportation. TB test required (Not more than (3) month prior to or (7) days after Date of Hire, and renewed annually thereafter), CPR and First Aid Certification required within 30 days of employment with company. Able to perform well and produce quality work under pressure, work with clients from diverse cultural, ethnic, and socio-economic backgrounds including formerly incarcerated population, communicate effectively, both written and orally. Attention to detail and punctuality, neat and professional appearance required.

Supervisory Responsibilities

The position does not have any supervisory responsibilities.

Environmental Conditions (Working Conditions)

The incumbent will work in an office environment where noise level is usually minimal.

Physical Requirements

The incumbent typically spends time sitting, minimal walking, lifting (max 10lbs), listening, speaking and typing.

Mental Requirements

Candidate must be able to follow oral and written assignments, work with clients from diverse cultural backgrounds and ethnicities and engage homeless individuals and families on a regular basis.

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**Please email your resume to:**

[jobs@hopics.org](mailto:jobs@hopics.org)

**Include the position title in the Subject Line**

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