



Center Advocate Job Description

WTLC is proud to be an Equal Opportunity Employer. We are committed to maximizing the diversity of our team and want to involve all those who can contribute to our inclusive culture. People of color, LGBTQ individuals, people with disabilities, and people with other marginalized identities are encouraged to apply.

Job Title	Center Advocate – Front Desk
FLSA	Full-Time; Non-Exempt, \$22.44/hr.

WTLC believes all individuals have a right to a safer and healthier life and therefore, every day we work toward ending the cycle of violence. It's challenging, the results are not immediate, some days the issues seem insurmountable, but when you dig deeper you see the importance of your work, your role, and this serves as a catalyst to continue the journey. Sleeves rolled up, we are in this work until the end; and we are looking for others to join us in our mission.

JOB PURPOSE

Under the direction of the Associate Director of Housing, the Center Advocate – Front Desk will perform various WTLC Center's front office duties to ensure efficient operations and participant satisfaction and works closely with the leadership team to troubleshoot and resolve problems. Utilizing a trauma-informed care approach, compassionate and professional care will be provided to all individuals as this position serves as the first point of contact for our participants, visitors, and callers.

QUALIFICATIONS

- High school diploma or equivalent
- Knowledge of administrative and clerical procedures
- Experience serving diverse communities
- Ability to communicate effectively
- Bilingual in secondary language is a plus
- 40-Hour Domestic Violence Training Certified
- Has not been a participant of WTLC services for at least three (3) years
- Possession of a current and valid California driver's license, a car, liability insurance which meets California State minimum requirements and an acceptable driving record
- Successful completion of a pre-employment background check

GENERAL DUTIES AND RESPONSIBILITIES

- Greet participants and visitors
- Coordinate supportive services and experiences for participants
- Provide follow-up communication and appointment reminders for participants
- Support supervision of child(ren) in program

- Provide assistance in transportation needs for participants
- Answer telephone calls to WTLC's main line, screen and direct calls, answer phone inquiries and provide basic organization information
- Monitor visitor access and maintain security awareness and safety (e.g.: visitor log, etc.)
- Support the set-up, break-down, and maintain conference rooms, meeting rooms
- Receive and dispatch package deliveries
- Provide general administrative and clerical support for leadership team
- Maintain waiting room area and resource board
- Control inventory relevant to the front desk/ waiting room area
- Participate in staff meetings, conferences, and other meetings as needed
- Other duties may be assigned

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Alternate work schedule (4/10) or regular (5/8) schedule, flexible to work evenings and weekends, as needed. Regularly required to sit and use hands and fingers; intact vision abilities required. Occasionally required to lift and/or move heavy objects.

Employee

Date

Supervisor

Date

CEO

Date