

OPEN RECRUITMENT

Job Announcement



Position Title: Lobby Coordinator
Department: Housing Operations & Client Services

SUMMARY:

Under the supervision of the Director of Client & Customer Service, the Lobby Coordinator is responsible for effectively and efficiently managing clients and visitors to the FWHS offices as the initial point of customer service in the administration building lobby. The Lobby Coordinator will greet visitors, confirm appointments, notify staff, and provide direction to the appropriate meeting room. This individual will be primarily responsible for interactions with FWHS clients visiting the admin building for appointments with counselors, or for members of the public seeking information on housing opportunities and assistance.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

1. Greet all administration building visitors; perform intake inquiries and provide resources, information, and notification to staff members to further assist as appropriate.
2. Confirm whether guests have an appointment; notify appropriate staff member and direct to meeting space.
3. Provide guests seeking information with resources, program information, printed content, and directions on how to access the FWHS website for further assistance.
4. Instruct clients how to use the customer service kiosks to scan documents and send communications to housing counselors; answer questions and assist with troubleshooting of process.
5. Communicate with all visitors in a professional, courteous manner, using discretion when appropriate while discussing sensitive or confidential matters.
6. Receive and sort mail deliveries and notify appropriate department executive assistant for pick up.
7. Prepare notices regarding office closures and holidays for lobby display as needed.
8. Utilize system of record to research and record client inquiries
9. Communicate with employees via email to follow up on clients requests or to relay any issues outside of the scope of job duties
10. Performs administrative tasks and other related duties as assigned and/or required.

EDUCATION AND/OR EXPERIENCE:

- High School diploma or equivalent required.
- Two (2) years of college-level education preferred.
- Employee must possess a valid Texas driver's license, have a driving record in good standing, and be eligible for coverage under FWHS's fleet auto insurance.

EXPLANATION OF HIRING PROCESS:

Thank you for your interest in job opportunities with the Fort Worth Housing Solutions. All [applications](#) for open posted positions must be submitted via email to asmith@fwhs.org. We encourage you to visit our [website](#) often to view and apply for vacant positions with the agency.