



Job Announcement

The Lyric Hotel

Job # 10-5565SF

Position Title: Desk Clerk **Posting Date:** September 3, 2010

Property Name and City: The Lyric Hotel – San Francisco

Position Type: Part-time overnight from 11:00pm to 7:00 a.m. (Please do not respond if you are unable to do these hours.)

Compensation: Commensurate with experience

PROPERTY SUMMARY:

Lyric Hotel is a Shelter + Care supportive housing facility for formerly homeless and special needs clients.

SUMMARY OF THE POSITION:

Under the supervision of the Property Manager, the Desk Clerk monitors the traffic in and out of the building and communicates appropriately with residents, guests, and staff. This job is an excellent introductory position for any applicant interested in a career working with persons who are homeless or have disabilities, as well as any applicants who may be interested in working in the field of low-income housing.

DUTIES & RESPONSIBILITIES:

- Answer telephones, direct calls and take messages.
- Log communications, building activity including violations of the House Rules & Visitor Policy and complete incident reports when emergency services are involved.
- Respond to emergencies by calling the appropriate emergency service, (i.e., police, ambulance, fire department) and act as a resource in emergency situations.
- Distribute housing information upon request, inform visitors of the visitor policy, accept appropriate ID and sign visitors in and out. Promote compliance of building policies and House Rules including the denial of entry to visitors who are found by management to have violated the rules.
- Request assistance in difficult situations by calling the appropriate on-call staff person. Make decisions that allow you to handle situations on your own when possible.
- Responsible for building operations and management during non-office hours.
- Act courteously and professionally with residents and their guests while maintaining personal boundaries.
- Maintain a neat, clean and organized work environment.
- Assist in office responsibilities such as completing work orders, comment cards, visitor violation forms and other duties that may be assigned by management.
- Perform all other related duties such as attending staff and training meetings.

QUALIFICATIONS:

- High School Diploma or GED equivalent
- Prior work experience with or exposure to a special needs population preferred.
- Ability to read, write and speak fluent English.
- Ability to get along with a diverse group of people in different capacities
- Professional telephone manner.
- Knowledge of Fair Housing guidelines preferred.
- Diplomatic and able to set professional boundaries and firm limits. • Ability to de-escalate situations.
- Ability to keep a cool head and calm manner in emergencies and difficult situations.
- Ability to work as a team player, yet independently, with minimal supervision.

Send Resumes To: Attn: Dave Hasbrouck, Email: lyric@jSCO.net



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