



St. Francis House

Phone: 352-378-9079 | Fax: 352-378-1883
413 South Main Street, Gainesville, FL 32601
stfrancishousegnv.com

NOW HIRING: Client Services Representative - Overnight

Job Details

Salary: \$13/hour

Type: Part-time

Qualifications: High school or equivalent (Preferred)

Full Job Description

Client Services Representative

The front desk area is responsible for the coordination of the delivery of a full range of daily support and referral services for residents and day service clients. The overnight and evening shifts are concerned primarily with residents rather than day service clients.

1. Provide emotional and basic needs support to clients.
2. Monitor the safety of the environment and clients.
3. Supervise and train volunteers.
4. Ensure the building is physically secure.
5. Provide shift change updates to incoming shift staff/volunteer in order to provide continuous service to the clients.
6. Complete a shift log at the end of each shift and email to the Executive Director, the ED's designees, and the case manager.
7. Document Pencil Bed Roster.
8. Answer agency phone calls using excellent customer service skills and transfer calls to the staff person who can handle the business.
9. Give residents (only) their mail. Inform residents of the need to change their mailing address once they move with every agency who sends mail to them here.
10. Greet new residents at intake, orient them to their surroundings and SFH Code of Behavior and Schedule, and ensure they have linens for their room (linens at intake only).
11. Ensure all interactions with residents are provided with excellent customer service skills, even when residents are unhappy to hear the feedback you are providing.
12. Assist with basic needs provision.
13. Wake up calls in the mornings.
14. Announcements via the page horns.
15. Monitor resident chores, provide feedback to residents to ensure chores done properly, sign off on chores
16. Ensure on Sunday nights that working residents complete their week's work schedule and it is in the binder at the Front Desk.
17. Monitor and report on resident's adherence to meal attendance and curfew.
18. Monitor the resident's sign-in, sign-out log and bathroom logs, if being used.
19. Write Incident reports as needed.
20. Housekeeping of the Front Desk area.
21. Prepare breakfast for residents.
22. Accept donations or enlist the help of volunteers or residents in accepting them, with excellent customer service skills and gratitude.
23. Sort donations and store properly.
24. Other duties as assigned.



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Job Types: Part-time, Contract

Pay: \$13.00 / hour

Benefits:

- Paid time off

Schedule:

- Night shift
- Weekends

Education:

- High school or equivalent (Preferred)

Experience:

- Client Service: 1 year (Preferred)

Work Location:

- One location

Work Remotely:

- No

Paid Training:

- Yes