

First Impression Specialist Position Description

Atlanta Center for Self Sufficiency, Inc. (ACSS) empowers financially vulnerable individuals in our community to become self-sufficient, sustainably employed and economic contributors to society. Our programs include CareerWorks, a comprehensive job readiness training and job placement program; Veterans Employment and Training Program (CVET), a targeted initiative aimed at helping homeless veterans re-integrate into the workforce; and Career Services @ Westside Works, a neighborhood-based workforce collaborative striving to increase access to job training, education services, and good jobs. ACSS is also a designated LISC Financial Opportunity Center® and offers a range of financial empowerment services that complement our workforce development programs.

Job Title: First Impression Specialist	FLSA Status: Hourly
Supervisor: Career Services Lead	Direct Reports: None

Position Summary: The First Impression Specialist is responsible for managing the Westside Works front desk activity, which includes answering phones, greeting visitors, and providing information about Westside Works programs and services. The position is also involved in supporting registration and intake activities for the Westside Works collaborative. This position is part-time (up to 32 hours per week).

Organization-Wide Competencies: To perform the job successfully, an individual should demonstrate the following competencies.

- **Mission Focused-** Carries out the mission by living the values of ACSS.
- **Collaborates Cross-Functionally-** Works effectively with other departments, sharing information and insights to better the organization while working towards common goals.
- **Continuously Transforms-** Exhibits a willingness to learn new things and improve the status quo.
- **Communicates for Impact-** Demonstrates effective communication skills in working with others.
- **Takes Pride in Client's Success-** Expresses a willingness to put clients' success as first priority, taking great pride when clients break the cycle of homelessness.
- **Energized by Challenging Situations-** Individual not only embraces challenges, but is energized by complex tasks.
- **Is a Leader-** Influences others to accomplish the mission in ways consistent with the values of ACSS.
- **Demonstrates Initiative-** Determines what needs to be done and accomplishes these goals and/or objectives with little or no prompting.

Leadership Competencies: To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- **Demonstrates Accountability-** Takes full responsibility for results and takes ownership of all responsibilities and commitments. Delivers results within prescribed time while taking into account quality standards and impact. Operates in compliance with ACSS policies and procedures.
- **Effective Decision Making-** Makes informed and timely decisions and takes responsibility for these decisions. Modifies decisions based on new information. Involves others in the decision making process from all levels when necessary to enhance decision-making.
- **Commitment to Outcome Measurement-** Embraces strong evaluation and reporting processes to demonstrate effectiveness. Identifies ways to refine and improve service delivery.

First Impression Specialist Position Description

Position Responsibilities/Essential Job Functions:

- Manage Westside Works front desk responsibilities, including answering phones, greeting visitors, and providing resources.
- Assist program staff to promote enrollment in career services and digital learning lab services, including phone calls, emails, and outreach to prospective customers.
- Provide support throughout the customer enrollment process to ensure completion of required forms and activities, including our weekly new customer orientation.
- Support facilitators in the execution of orientation and training sessions (i.e. technology, materials, room reservations)
- Assist with Curb Market food distribution and other onsite events.
- May handle general administrative responsibilities.
- Maintain detailed knowledge of Westside Works programs and services to ensure accurate response to inquiries.
- Maintain an understanding of ACSS' goals, programs, and key partnerships; and be able to communicate them to internal and external audiences.
- Ensure timely data entry and maintenance of accurate program records in accordance with ACSS guidelines and those of our funders.

Essential Skills and Experience:

- Associate's or Bachelor's degree and/or relevant years of experience.
- Excellent customer service skills.
- Intermediate knowledge of Microsoft Office software programs.
- Flexibility in work hours and work environment as needed to support customer needs.
- Some knowledge of facility management, purchasing, and inventory control.
- Ability to represent the organization in a compelling way, in a variety of environments.
- Good decision-making skills, honesty, ability to recognize when others need to be involved in activities or decisions.
- Work professionally and effectively in a team environment.

General Expectations:

General sign-off: The employee is expected to adhere to all company policies and to act as a role model in the adherence to policies.

Physical demands and work environment: The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Commitment to Equal Opportunity: ACSS believes that all people are entitled to equal opportunity employment. We follow state and federal laws prohibiting discrimination in hiring and employment. We do not discriminate against employees or applicants on the basis age, race, color, religion, gender identification, disability, sexual orientation, national origin, family composition, or any other characteristic protected by state or federal law. This policy applies to accepting staff, interns, volunteers and individuals served by ACSS.

Hourly pay is commensurate with experience. Health insurance and other benefits are offered to all employees as outlined in the Employee Handbook.

To apply, please email a résumé and cover letter to jobs@atlantacss.org. No phone calls please.
