



LISTEN Community Services
60 Hanover Street
Lebanon, NH 03766

t: (603) 448-4553
p: (603) 448-3017

mail@listencs.org
www.listencs.org

Community Services *LISTEN provides services and support to meet the critical needs of Upper Valley individuals and families.*

POSITION: Administrative Coordinator
JOB CLASSIFICATION: Hourly, Non-Exempt, Full-Time
SUPERVISOR: Assistant Programs Director
OBJECTIVE: Providing a welcoming and informative presence for LISTEN Community Services.

RESPONSIBILITIES

- Greeting the Public: Cordially and promptly greet people visiting LISTEN. Answer, forward, and screen incoming phone calls. Determine initial need or area of interest and schedule with appropriate staff member. Take phone messages as needed and/or direct calls to voice mail. Inform staff members of arrivals of clients and other guests. Maintain telephone answering machine: current outgoing and incoming messages.
- Assessing Client Needs: Assess client needs over the phone or at the front desk to determine need(s) and eligibility for services. Schedule client with appropriate LISTEN service coordinators and make referrals to appropriate community partners.
- Scheduling Trucks: Take calls from furniture donors and schedule them on truck drivers' calendar.
- Maintain Reception Area and Office Supplies: Maintain the cleanliness of the reception area. Display brochures and other promotional materials for resources. Order supplies as needed for the office.
- Maintain Information System: Filing as needed. Prepare new files as needed. Enter and process heating and housing vouchers for payment. Create and distribute timesheets. Track client data and assist in maintaining CharityTracker database. Handle incoming and outgoing mail.
- Assist with Accounts Payable: Process check requests and expense reports on a regular basis. Accurately review code, and process vendor invoices; review and reconcile invoice discrepancies. Maintain vendor accounts and other financial records. Address and respond to vendor inquiries. Audit and process credit card bills.
- Other: Maintain professional personal presentation. Participate in regular staff meetings and training. Other duties as assigned by Programs or Executive Director.

REQUIREMENTS

- Positive, compassionate attitude and strong desire to help others.
- Ability to be flexible, problem solve, and collaborate with teammates in a fast-paced environment.
- Strong organizational and time management ability and attention to detail.



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- Excellent communication and interpersonal skills to work effectively with a wide variety of stakeholders.
- Respect for and ability to maintain confidentiality.
- Associate's Degree required; Bachelor's Degree strongly preferred.
- Previous experience in customer service or social service fields strongly preferred.
- Familiarity with Microsoft Office suite, especially Microsoft Office.
- Familiarity with QuickBooks (or willingness to learn) preferred.
- Ability to pass a background check.