



## POSITION AVAILABLE

Position Title	Front Desk Manager and Client Services Coordinator
Application Closing Date	Open until filled; interviews begin immediately
Position Start Date	Immediate
Job Hours	Full-Time, Non-Exempt, Some evenings & weekends required
Salary	40 hours per week: \$19 per hour

Serving the lesbian,  
gay, bisexual  
& transgender  
community of  
San Diego County  
since 1972.

### JOB DESCRIPTION

The Front Desk Manager and Client Services Coordinator reports to the Director of HIV Services and is responsible for providing information and services information and navigation assistance to community members who may walk-in or call. Responsibilities include assistance with scheduling and room rentals & room usage, referrals, collaboration with other organizations, enforcement of Center policies and procedures, supervision of waiting room operations and the downstairs/front patio environment, and supervision of front desk volunteers.

### QUALIFICATIONS

- 1. Education and/or Experience:** A bachelor's degree and strong customer service skills. Related experience can be substituted for the educational requirement on a year-for-year basis. Prior experience working in the LGBT and HIV communities required, preferably in a non-profit setting.
- 2. Computer/Office Equipment Skills:** Must be comfortable working in PC/Windows-based environments. Must have proficiency with Microsoft Office, particularly Word, Outlook and Excel.
- 3. Other Skills:** Demonstrated competence in working with a variety of populations is required. Lived experience as a member of a historically under-served community (low income, communities of color, LGBT communities, immigrant communities, etc.) is preferred. Requires excellent interpersonal communication skills, the ability to manage multiple tasks with rapidly shifting priorities, and the ability to work well with staff and volunteers of different cultures.
- 4. Language Skills:** Fluency in English required. Fluency in Spanish strongly preferred.

To apply, send your cover letter, resume and application  
(<http://www.thecentersd.org/pdf/jobs/employment-application.pdf>) electronically to:  
**dlopez@thecentersd.org**

#### **Mailing Address**

P.O. Box 3357  
San Diego, CA 92163

#### **Street Address**

3909 Centre Street  
San Diego, CA 92103

(619) 692-2077

(619) 260-3092 Fax

**[www.thecentersd.org](http://www.thecentersd.org)**

[facebook.com/At.The.Center](https://www.facebook.com/At.The.Center)

Tax ID #: 23-7332048

Please note: **We are unable to accept any phone or walk-in inquiries for this position.**  
**The San Diego LGBT Community Center is an Equal Opportunity Employer.**