



the **Aliveness** project

JOB POSTING

MEMBER SERVICES

ASSISTANT

The Aliveness Project is a thriving non-profit organization dedicated to supporting stability of health and wellness for people living with HIV/AIDS in Minnesota. Founded in 1985, Aliveness provides important supportive services such as food shelf, hot meals, case management, integrative therapies, and HIV prevention outreach/programming. In addition, Aliveness provides a physical space for people impacted by HIV to participate in educational programming, build skills and create community. We have a dynamic, mission driven staff, an atmosphere of learning and fun, and a dedication to providing a positive experience for all who walk through our doors.

Title: Member Services Assistant

Reports to: Care & Prevention Director

Purpose:

The Member Services Assistant focuses on creating and maintaining a warm, welcoming, and safer space for all members (people who access Aliveness services), staff, volunteers, and visitors at The Aliveness Project.

Duties include:

- Provide excellent customer service by answering inquiries, solving problems, and offering guidance to all members
- Utilize effective de-escalation and problem solving techniques to resolve disputes and/or disruptions when necessary
- Ensure adherence to member policies and relevant regulations
- Respond to emergencies as needed; provide necessary assistance to staff, members, volunteers, and visitors
- Record all incidents after they have been resolved and report them to supervisor
- Escort individuals out of the building when necessary
- Work at the Front Desk and perform light administrative duties when asked
- Attend monthly staff meetings and other meetings as required
- Check Aliveness email daily
- Perform other responsibilities as required or assigned

Education and Experience:

- High School diploma or GED preferred
- At least 2 years customer service experience
- CPR and first-aid training (or willingness to participate in training paid for by employer)
- Security experience recommended
- Basic computer skills and knowledge of Microsoft Word, Excel, and Outlook; Microsoft Access or other database familiarity
- Experience with a multi-line phone system preferred
- Knowledge of and sensitivity to HIV/AIDS and experience working with people living with HIV preferred.
- Bilingual (English/Spanish) preferred

Knowledge, Skills and Abilities:

- Respect for HIPAA-protected member information and ability to maintain confidentiality
- Highly skilled in de-escalation techniques
- Familiarity with harm reduction principles around mental health, substance use, and other challenges
- Ability to effectively problem solve and act quickly in crisis situations; including being assertive and taking charge of the situation
- Customer service skills
- Ability to remain calm, warm, and compassionate, while being firm and enforcing policies
- Friendly, outgoing, and comfortable in large group settings
- Ability to work effectively within a diverse community

Physical Requirements/Work Environment:

While performing the duties of this job, the employee is frequently required to sit; stand; walk (occasionally on slippery or uneven surfaces); exert up to 50 pounds of force to move boxes of supplies or other items; use hands to finger, handle, or feel objects, tools or controls; and reach with hands and arms. The employee will need the ability to respond quickly to sounds, and be able to articulate, hear and be heard across phone lines. The employee will need the ability to see and respond to dangerous situations. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The employee may occasionally work in temperatures above 100 degrees and below 32 degrees.

The work environment characteristics are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities or special needs to perform essential functions.

NOTE: The statements herein are intended to describe the general nature and level of work performed by the employee, but are not a complete list of responsibilities, duties, and skills required. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Hours: Monday-Thursday, 11:30am-7:30pm. Friday 11-4. Occasional additional evening or weekend hours.

Compensation: \$15/hour, depending on experience; benefits included.

Apply by Friday, May 17, 2019. Send resume and cover letter to Tom Bichanga, Care & Prevention Director: tom@aliveness.org.

Equal Opportunity Employer

The Aliveness Project is an Equal Opportunity Employer and does not discriminate on the basis of actual or perceived race, color, national origin, ancestry, sex, gender, gender identity, and gender expression, religious creed, disability (mental and physical) including HIV, AIDS, and AIDS-related conditions, medical condition (including cancer and genetic characteristics), genetic information, age, marital status, sexual orientation, military and veteran status, or any other characteristic protected by federal, state or local law.

People of color, women, trans and gender-nonconforming people, and applicants with backgrounds and lived experiences connected with The Aliveness Project's mission and/or who personally identify with the community groups we support are strongly encouraged to apply.