

VYJ HARBOR ADMINISTRATOR JOB DESCRIPTION

Position Title: Harbor Administrator

Program/Department: Harbor

Immediate Supervisor: Director of Harbor Operations

Work Schedule: Full time 8:30am – 4:30pm Monday through Friday

Benefits: Employee Health/Dental/Vision insurance and retirement plan

DESCRIPTION: The Harbor Administrator serves as the first point of contact for families, visitors, and community partners entering The Harbor. This role is responsible for providing excellent customer service, ensuring a welcoming and secure environment, and supporting the Director of Harbor Operations with administrative and clerical duties. The Harbor Administrator will manage incoming calls, greet guests, maintain front lobby operations, and assist with various program-related tasks as needed.

JOB RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING:

Reception & Guest Services

- Answer phones promptly and provide accurate information regarding VYJ programs, services, and Harbor resources.
- Direct families, clients, and visitors to the appropriate area or tenant after confirming with the appropriate contact.
- Greeting and screen all guests entering the Harbor, ensuring proper credentials and sign-in procedures are followed.
- Ensure security officers are actively assisting with front lobby duties, including greeting visitors and answering phones when necessary.

Administrative Support

- Distribute mail and notify tenants of package deliveries; maintain accurate tenant contact list for call transfers.
- Check and respond to VYJ email throughout the day to ensure timely communication.
- Assist Harbor Case Managers with casework, data entry, and database management as assigned.
- Support families with completing Harbor referral forms and provide backup assistance with Food Bank or Uniform Closet access.

Lobby & Facility Management

- Monitor and maintain cleanliness of the front lobby, ensuring the entrance and reception area remain welcoming and organized.

- Adjust thermostat as appropriate to maintain a comfortable environment.
- Clean lobby doors of fingerprints and ensure the entrance is free of trash and debris.
- Ensure the front desk is always covered and organized at the beginning and end of each shift.
- Secure front lobby, food pantry door, and phone systems (day/night mode) at closing.
- Learn location of janitorial supplies and assist agencies in emergencies when needed.

Team & Program Support

- Develop knowledge of Harbor tenants and VYJ departments to effectively direct visitors and calls.
- Collaborate with case managers, tenants, and program staff to ensure smooth daily operations.
- Provide courteous and professional support to families seeking assistance or referrals.

Qualifications:

- Bachelor's Degree in social service-related field or equivalent combination of education and experience in working with children and families in crisis.
- Previous experience in administrative duties or customer service role strongly preferred.
- Strong interpersonal and communication skills with the ability to work with diverse populations.
- Proficiency with Microsoft Office Suite, email, and database entry.
- Excellent organizational skills and attention to detail.
- Ability to handle sensitive information with confidentiality and professionalism.
- Reliable, punctual, and capable of managing multiple tasks in a busy environment.