



503 Americana Blvd.
Boise, ID 83702
Phone: 208-246-8830
Fax #: 208-246-8845
www.catchidaho.org

Title: Receptionist

Type of position: Volunteer

Who is CATCH?

Every Family. Every Person. A Home. A deep belief that everyone deserves stable and permanent housing is at the core of our culture. We end homelessness for families in Idaho's Treasure Valley by inspiring stable housing, financial independence, and resilience. Each year, we co-create a new story for over 200 people, using a Housing First philosophy.

Volunteer receptionists are the first point of contact for office visitors and phone calls. This position supports and works with the Office Administrator and Our Path Home Connect Program Director. Providing a home to our vulnerable neighbors is a valuable need in our community. You will go home every night knowing that you're working to better the Treasure Valley.

Responsibilities

1. *Customer Service*

- Answer phones and email correspondence and walk-in referrals
- Schedule appointments for Our Path Home Connect
- Be an empathetic listener to traumatized clients that call and to walks-in looking for housing assistance. We will train you on all the resources in the community; you bring your full self to the cause.

2. *Financial Management*

- Upload documentation of company expenses and income into the computer

Helpful Skills and Experience

- Understanding of/work with vulnerable populations
- A strong sense of ethics
- A sincere passion for ending homelessness
- Detail-oriented work



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- Fluency with Microsoft Office Suite, Quickbooks, copy/scanner machines and other organizational competencies

How to Connect

To apply, please email Tiana Thompson-Tyler, the Office Administrator, at tiana@catchprogram.org