



AICHO

American Indian Community
Housing Organization

POSITION TITLE: Front Desk Assistant

PROGRAM: Housing Program

REPORTS TO: Executive Director

STATUS: Part-time, Non-Exempt

HOURLY RATE: \$18 - \$20 per hour

BENEFITS: Paid time off as accrued.

POSITION SUMMARY: The Front Desk Assistant serves as the first point of contact for residents, visitors, and service providers at the Permanent Supportive Housing program. This position provides a welcoming, safe, and professional environment while supporting day-to-day program operations. The Front Desk Assistant helps ensure program safety, assists residents with basic inquiries, coordinates communication among staff, and maintains accurate documentation and logs.

KEY RESPONSIBILITIES:

Resident and Visitor Support

- Greet and assist residents, guests, and visitors in a professional and respectful manner.
- Maintain a calm, supportive presence at the front desk and uphold a trauma-informed, client-centered approach.
- Provide basic information to residents regarding program policies, schedules, and available resources.
- Ensure visitor sign-in/out procedures are followed and maintain security protocols.

Safety and Security

- Monitor building entrances, common areas, and security systems as assigned.
- Respond to emergencies according to established protocols and notify appropriate staff or emergency services.
- Document and report any incidents, disturbances, or maintenance/safety concerns promptly.
- Support enforcement of program rules and safety guidelines with professionalism and consistency.

Building Maintenance

- Cleaning duties of lobby, bathrooms, exterior areas, and other areas as needed
- Report any building maintenance issues
- Respond to any building emergencies (fire alarm, weather events, etc.)

Administrative and Program Support

- Answer phones, take messages, and route communication to appropriate staff.
- Receive mail and deliveries; assist in distribution to residents and staff.
- Maintain front desk logs, shift reports, and incident reports accurately.
- Support basic data entry, filing, and other clerical duties as needed.
- Assist with coordination of resident appointments, transportation, and community resources when appropriate.

Team and Organizational Responsibilities

- Communicate effectively with program staff and participate in team meetings.
- Uphold confidentiality and maintain appropriate professional boundaries.
- Support organizational values of equity, respect, and dignity for all residents.
- Perform other duties as assigned to ensure smooth program operations

QUALIFICATIONS:

- High school diploma or equivalent required; post-secondary coursework or training in human services preferred.
- Prior experience in housing, social services, shelter, or customer service environment strongly preferred.
- Strong interpersonal and communication skills; ability to remain calm and professional in challenging situations.
- Ability to manage multiple tasks and maintain accurate documentation.
- Commitment to housing services based on trauma-informed care principles.
- Basic computer literacy (Microsoft Office, Google, email, data entry systems).
- Must be willing to be CPR certified and Narcan certified (training provided)
- Must be able to pass background checks as required by program policy.

WORK ENVIRONMENT:

Position requires evening, overnight, weekend, or holiday shifts depending on program needs. Position may involve occasional standing, light lifting, cleaning duties or walking through the facility. Must be able to lift up to 50 lbs.

TO APPLY:

Submit your cover letter, resume, and completed application to:

EMAIL: [hiring@aicho.org](mailto: hiring@aicho.org)

SUBJECT LINE: Title of the Position (i.e. Front Desk Assistant)

BY MAIL:

AICHO

Attention: Human Resources

202 West 2nd Street

Duluth, MN 55802

AICHO is an Equal Employment Opportunity Employer and committed to non-discrimination in all aspects of employment.

December 2025