



## Front Office Coordinator

### **Mission Statement for Rainbow Acres**

Rainbow Acres, a residential Christian community with heart, empowers persons with developmental disabilities to live to his/her fullest potential with dignity and purpose.

**Job Title:** Front Office Coordinator

**Department:** Administration

**Reports to:** Executive Assistant/Office Manager

**Status:** Non-Exempt, Full-time

**Prepared Date:** June 2026

**Summary:** The Front Office Coordinator serves as the voice and heart of Rainbow Acres, creating a warm, mission-centered first impression for callers, visitors, volunteers, and Ranchers. This role ensures smooth front office operations by receiving and distributing communications, coordinating supplies and equipment, and providing administrative support across departments. Every interaction reflects the dignity, compassion, and purpose at the core of the Rainbow Acres community.

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### **Minimum Professional Requirements:**

- High school graduate or GED with a minimum of three years of related experience, resulting in strong working knowledge of office procedures and systems such as word processing, managing files and records, and office equipment
- Excellent communication skills with the ability to work with a diverse population
- Solid organizational skills with the ability to effectively multitask
- Evidence of strong Christian commitment is desirable.
- Evidence of strong ethical standards and moral character is essential, along with sensitivity to the needs of the Ranchers
- Ability to meet all clearance requirements, including but not limited to obtaining and maintaining a level one fingerprint clearance card, background check, drug screen, pre-employment physical, reference check, and vaccination requirements
- This is a safety-sensitive position

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### **Professional Responsibilities:**

#### **Front Desk & Communication**

1. Primary responsibility for managing incoming phone calls
  - a. Manage a multi-line phone system with professionalism, answering promptly and prioritizing multiple calls with ease.
  - b. Screen and route calls to the appropriate staff member or department
  - c. Provide clear information about Rainbow Acres when callers have questions
  - d. Maintain an updated contact directory, including a list of all employee phone numbers and extensions
  - e. Serve as the communication hub by replaying messages and coordinating follow-ups.
  - f. Represent the mission through a calm, friendly, service-oriented tone.
2. Welcoming and greeting visitors
  - a. Greet visitors, volunteers, and vendors with warmth and professionalism
  - b. Determine purpose of visit and notify appropriate staff



- c. Maintain a clean, welcoming lobby environment
  - d. Make sure that Rainbow Acres marketing materials and other informational literature is current and available for visitors
  - e. Assist in maintaining the Resident-approved visitor list
3. Mail, Shipping, & Deliveries
  - a. Process all incoming and outgoing mail
  - b. Check Camp Verde post office weekly
  - c. Prepare FedEx and UPS ground shipments and schedule pickups
4. Office Equipment & Supply Stewardship
  - a. Coordinate maintenance for front office equipment
  - b. Refills postage meter as needed
  - c. Order office supplies and coordinate delivery to departments
5. Maintenance & Vehicle Support
  - a. Schedule company vehicle use and record mileage
  - b. Report vehicle issues by entering a work request via LifeLoop
  - c. Enter gas receipt into the vehicle reporting system
  - d. Prepare the month-end vehicle use spreadsheet
6. Administrative & Mission Support
  - a. Balance the petty cash account monthly
  - b. Code Amazon invoices for the finance department
  - c. Generate "In Kind" receipts for donated items
  - d. Enter miscellaneous purchases into "square" (credit card machine)
  - e. Collect postage from Residents as appropriate
  - f. Provide clerical support to leadership and Development staff
  - g. Assists with printing, collating, and bulk mailings
  - h. Enters all volunteer hours into the spreadsheet
7. Resident & Staff Travel Coordination
  - a. Coordinate vacation trips and flight itineraries
  - b. Collect transportation and flight fees
  - c. Print itineraries and prepare driver packets
  - d. Report resident vacation credits to Finance
  - e. Maintain the Resident vacation spreadsheet
8. Management of Rancher Vacation Trips
  - a. Enter all approved Rancher vacation trips into the master tracking spreadsheet
  - b. Coordinate resident registration for trips, including sign-up processes and collection of required payments.
  - c. Monitor registration deadlines and communicate with trip organizers regarding upcoming cutoff dates and participation requirements.
  - d. Provide trip organizers with resident registration lists for review and approval.
  - e. Notify staff of trip cancellations and any related updates.
  - F, Coordinate the processing of refunds for canceled trips.
  - g. Maintain accurate trip registration records and calendar entries within LifeLoop.



9. When requested, train other staff on front desk procedures
10. Other duties as assigned

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to stand, walk, have great dexterity of hands and arms, stoop, kneel, talk, or hear. The employee is required to sit for extended periods. The employee may be required to lift and/or move up to 25 pounds. The employee must be able to navigate the Ranch, moving from smooth surfaces to rocky or uneven terrain.

**Work Environment:** The work environment characteristics described here are representative of those an employee will encounter while performing the essential functions of this job. The working environment is generally favorable. The employee will be expected to visit various locations on the Ranch/campus, including unpaved, rocky areas and locations that involve climbing stairs. Lighting and temperature are adequate, and there are no hazardous or unpleasant conditions due to noise, dust, or similar factors. Work is generally performed within an office environment, with standard office equipment available.