

**Receptionist**

**JOB DESCRIPTION**

**Title**: Receptionist

**Reports to**: Office Manager

**Hours/Schedule:** Full-time (37-40 hours/week);Monday-Friday, 8:45am-5:15pm

**Start Date**:

**Summary/Background:** The Receptionist is the first person visitors meet when they walk through the front door at RHI. This person greets visitors, staff, participants, parents and members of the community and points them in the right direction. This is an opportunity to play an integral role in supporting all staff at an organization that has been a leader in place-based social change for more than 16 years. There is ample room to grow within the organization.

**Responsibilities**: The responsibilities of the Receptionist include but are not limited to:

Administrative support for RHI office

* Greet visitors and callers in person or on the telephone and relay messages and requests to appropriate staff members
* Manage registration/sign-in of all visitors; distribute Visitor Passes
* Make referrals to RHI staff and partners as appropriate
* Provide basic office support including telephone coverage, printing, photocopying, mailing, filing, light data entry and other tasks, upon request
* Open RHI’s front desk at 8:45am every morning.
* Monitor the facility periodically to ensure cleanliness and order
* Connect with staff as necessary to communicate visitors’ needs and reserve space for meetings and events
* Maintain a professional front office environment
* Manage RHI’s phones and voicemail system
* Survey inventory of basic office supplies and place orders to ensure frequently used office items stay in stock
* Support with placing food orders for staff events
* Coordinate and communicate calendar updates among programs through shared calendar system, including booking rooms for special events or series
* Manage systems of internal communications (e.g., compiling and sharing updates in a weekly newsletter or creating and sharing content via lobby TV monitor)
* Help implement crisis response protocols as needed, with support from Supervisor on Duty and specialized trainings (e.g., mental health first aid)
* Support Office Manager in ensuring building security and enforcement of safety policies
* Other duties as needed and assigned by the Office Manager

**Skills, Knowledge and Abilities:**

* Outgoing personality and willingness to interact with a wide variety of people
* Excellent organizational skills; demonstrated ability to follow tasks through to completion, over time
* Capable of working on multiple tasks at one time
* Ability to keep accurate records
* Attention to detail and a conscientious attitude
* Professional, mature demeanor
* Patience

**Experience and Qualifications:**

* Proficient in basic computer programs including Google Drive and Microsoft Word
* 1-2 years previous administrative work or related experience preferred
* Knowledge and experience of Red Hook Initiative program offerings
* Red Hook resident preferred
* Bilingual (English/Spanish) preferred