

Job Description – Front Desk Associate

Position Summary:

The role of Front Desk Associate will include covering the basic functions of the front desk: welcoming clients and guests to the office; answering the phone during business hours; and receiving/sending mail and deliveries.

Responsibilities:

- Serves as the primary staff member in charge of answering the office main line phone calls during business hours, checking messages, and welcoming and checking in clients and guests to the office.
- Responsible for ordering and keeping an inventory of office supplies for all agency personnel.
- Trains and schedules for interns and other volunteers who will provide front desk support.
- Assist with tracking office/building maintenance requests.
- Responsible for maintaining office equipment such as the printers, postage machine, etc. and the office documents shredding rotation.
- Responsible for the upkeep of the office space including carpet cleaning.
- Responsible for processing incoming and outgoing mails including troubleshooting mail delivery issues.
- Responsible for administrative tasks related to on-boarding new staff which may include ordering supplies and equipment, setting up the workstation, ordering business cards and other IDs
- Troubleshoot IT concerns and other functional day-to-day concerns with the agency's IT provider.
- Manage vendor relationships and maintain up-to-date contact information for vendors.
- Assist with community members who are dropping off donated items to the agency and provide donation receipts.
- Support departments with outgoing client phone calls as needed, including invitations to appointments.
- Maintain internal office resources including contact lists, front desk binder, and office SOPs.
- Participate as a member of the Exodus team to accomplish the mission and goals of the agency.
- Perform other duties that create a supportive environment for staff, clients, and volunteers.
- Participate in weekly staff meetings.
- Will perform other duties as assigned.
- Reports to the Deputy Director of Programs.

Qualifications:

- Must be able to work in a fast-paced environment and willing to be cross trained in other job roles.
- Must be proficient in the use of Word and Excel and able to provide routine data entry services.
- Must be proficient in the use of Microsoft applications with special attention to Outlook.
- Preferred candidates will be fluent in one or more of the following languages: Spanish, Haitian/Creole, Dari, Burmese, French, Swahili, and/or Kinyarwanda.
- Must be able to work independently as well as part of a dynamic multi-cultural team.
- Must possess strong record-keeping and organizational skills.
- Must have a commitment to Exodus's mission to provide professional, compassionate, and culturally appropriate services to a diverse client population.
- Must have a bachelor's degree or at least 2 years of office administration experience.
- Must adhere to Exodus's code of conduct, policies and procedures, and client confidentiality policy.
- Must be able to function as part of a team.
- Must have a valid driver's license and insurance.