

Job Description



Job Title: Front desk Support
FLSA Status: Non-Exempt
Classification: Part Time (15-20 hours per week)
Starting Pay: \$15.00 per hour/ \$25 per hour for weekend event coverage (Saturday and Sunday)
Department: Administration
Reports to: Administrative Service Manager
Revision Date: August 2021

Job Summary:

The Front Desk Support will be the first person to greet clients when they call or enter YWCA NH. They will provide reception, information, and assistance to general public, as well as administrative support to the management team.

Supervises: No supervisory responsibilities

Requirements:

Front Desk Support:

- Exceptional interpersonal skills and ability to work well and communicate with people of diverse backgrounds;
- Strong problem-solving skills and ability to work independently;
- Commitment to the mission of YWCA New Hampshire and to the empowerment model of service delivery used in REACH at YWCA New Hampshire;
- Excellent computer skills including knowledge of Microsoft Office preferred;
- Completion of YWCA NH New Advocate Core training program;
- Bi-Lingual preferred and;
- Friendly and professional demeanor.

Duties and Responsibilities:

Front Desk Support:

- Assist all persons entering the building with a warm, business-like manner and be able to direct them to appropriate person/program;
- Familiarity with all YWCA NH programs, activities and general information as well as other programs located in the building;
- Provide Administrative support associated with marketing, fundraising and events as assigned;
- Foster and promote teamwork and;
- Perform other duties as assigned.

- Close the building.

Work Hours: Monday & Wednesday 4:30pm – 8:30pm, Tuesday and Thursday 4:30-8:00pm, Occasional Event coverage

Competencies:

Adaptability & Flexibility: Adapts to changing business needs, conditions, and work responsibilities.

Self-Motivation, Initiative & Creative Thinking: Takes action without prompting and develops fresh ideas that provide solutions to all types of workplace challenges.

Commitment to Quality Service: Builds and maintains client/community satisfaction with the services offered by the organization.

Confidentiality, Integrity, Ethics & Trust: Maintains confidentiality and earns others' trust and respect through consistent honesty and professionalism in all interactions.

Valuing Diversity: Helps to create an environment that embraces and appreciates diversity.

Stress Tolerance and Unflappability: Maintains composure in highly stressful or adverse situations.

Problem Solving Attitude: Approaches situations and challenges in a solution based proactive and effective manner.

Respectfulness & Relationship Building: Builds constructive working relationships characterized by high level of acceptance, cooperation, and mutual respect.

Professionalism & Personal Boundaries: Conducts oneself with appropriate and expected professional boundaries and policies.

Work Environment and Physical Demands:

- Work is primarily performed in an office setting.
- Work requires the ability to ascend and descend stairs, as well as the ability to move about and position self efficiently to perform physical tasks and address emergency situations.
- Position requires the ability to monitor and observe activities of clients, and children of clients, within the facilities.
- Requires the ability to adjust vision and focus to review documents and spreadsheets.
- Occasionally works in outdoor weather conditions.
- Occasionally requires the ability to move or transport supplies or equipment weighing up to 20 pounds unassisted.

Other Requirements:

- Satisfactory Criminal Background Check

Acknowledgement:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

The employee's signature below constitutes the employee's understanding of the requirements, functions, and duties of the position.

Employee Name (please print): _____

Employee Signature: _____ Date: _____