



Evening Front Office Assistant JOB DESCRIPTION

Position: Evening Front Office Assistant

Reports to: Office Manager

Hours/Schedule: 15-20 hours/week: 5:00pm – 8:30pm, Monday-Friday

Summary/Description: The Evening Front Office Assistant is a part-time position responsible for answering phones and welcoming all employees and guests to RHI. This person is the first point of contact and supports guests with inquiries. The Front Office Assistant helps monitor the facility and connects with program supervisors to communicate visitor needs. This person also has responsibilities at the discretion of the Director of Operations and Supervisor on Duty. If availability allows, this person will serve as the primary back-up for the person covering RHI's front desk during daytime hours.

This is an opportunity to learn about the administration of a well-established community-based organization and to contribute to its growth. There is ample room for this position to grow into a broader role within the Operations team in the long-term.

Responsibilities: The responsibilities of the Evening Front Office Assistant include but are not limited to the following:

FRONT DESK MANAGEMENT

- Provide basic office support including telephone coverage, printing, faxing, photocopying, mailings, filing, light data entry and other tasks, on request, to support all staff and program participants' administrative needs.
- Assist students with use of laptops from computer cart.
- Maintain an orderly front office environment.

EXTERNAL/COMMUNITY RELATIONS

- Demonstrate a consistently professional, mature demeanor when greeting clientele in person or on the telephone and quickly relay messages and requests to appropriate staff members.
- Ensure that all visitors sign in.
- Participate in mental health first aid trainings.
- Help implement crisis response protocols as needed, with support from Supervisor on Duty.

FACILITIES SUPPORT

- Replenish kitchen and bathroom supplies; take out garbage as necessary.
- Support Office Manager by routinely surveying the office supply inventory and reporting those and other maintenance needs.

Skills 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.
- Ability to think quickly on one's feet.
- Attention to detail and a conscientious attitude.
- Demonstrated punctuality and reliability.

Experience and Qualifications:

- High School diploma or HSE
- Basic computer skills including Microsoft Office and Google Business suites
- At least one year of previous administrative work or related experience preferred
- Knowledge of Red Hook community and RHI mission and vision (resident preferred)
- Bilingual (English/Spanish) preferred