

# UNION SETTLEMENT

## JOB ANNOUNCEMENT

Union Settlement Association is an on-the-ground resource for East Harlem residents of all ages, and a passionate advocate for the needs of underserved communities. Since opening our doors in 1895, we have brought education, wellness and community-building programs to our neighborhood, empowering New Yorkers with opportunities to better their lives. More than 350 staff work in our organization, and our services impact 10,000 people every year. By helping our neighbors realize their goals, we build the vitality and success of East Harlem. For more information about Union Settlement, please visit our website at [www.unionsettlement.org](http://www.unionsettlement.org).

**Position:** Front Desk Associate

**Department:** Operations/IT

**Reports to:** Director, Technology & Operations

**Hours:** 35 hours/week (Evenings)

**Salary:** \$15 per hour

**FLSA:** Non-exempt

### **Position Summary:**

The Front Desk Associate is responsible for greeting visitors and delivering first class customer service assistance. This position entails answering calls, fielding them accordingly, and addressing any questions or needs a visitor may have. The Front Desk Associate provides a welcoming environment for those who enter into our facilities.

### **Responsibilities:**

- Greets and welcomes visitors and clients. Provides visitors with a positive first impression of the organization.
- Maintains the reception area and all common areas. Complies with procedures, rules, and regulations on keeping a safe and clean reception area.
- Answers and direct phone calls. Takes and relays messages.
- Notifies other workers of visitor arrival.
- Maintains security and telecommunications systems.
- Keeps office secure by following procedures, monitoring logbooks, and issues visitor badges.
- Documents and communicates various actions, irregularities, and continuing needs.
- Provides administrative and clerical support.
- Prepares letters and documents.
- Receives and sorts mail and packages.
- Schedules appointments and maintains the appointment calendar.
- Coordinates meetings and organizing catering and room bookings.

- Provides recommendations to better assist and improve the overall efficiency of daily operating procedures.
- Additional tasks/responsibilities as assigned by supervisor.

**Qualifications:**

- Some working knowledge of Windows 7 & 10.
- Basic knowledge of corporate, industry and professional standards.
- Detail oriented with the ability to work in fast-paced, team-oriented environment, illustrated by previous related professional level experience.
- Strong sense of responsibility, accountability, reliability, and commitment.
- Ability to demonstrate adaptability by ability to adapt to changes, delays, unexpected situations, and effectively manage competing demands.
- Excellent communication skills and ability to maintain a friendly, professional relationship with end clients.
- Flexibility to use a variety of supporting technologies, the ability to work under pressure and be capable of balancing competing demands and priorities.
- Strong communication skills.
- Proficiency in use of technology such as laptop computers and tablets.
- Bilingual preferred but not necessary in English and Spanish.

**To Apply:**

Please send Cover Letter, Resume and 3 Professional References to:  
[operationscareers@unionsettlement.org](mailto:operationscareers@unionsettlement.org).

Please indicate Front Desk – Evening Associate in the subject of e-mail.

**UNION SETTLEMENT ASSOCIATION IS AN EQUAL OPPORTUNITY EMPLOYER**