



Receptionist Job Description

Organizational Summary

The Youth Empowerment Project (YEP) is a community-based, 501(c) 3 non-profit organization that provides an array of mentoring, educational, employment training, case management and enrichment programming to underserved youth and young adults in the Greater New Orleans region. YEP strives to always provide the highest quality services to all of our youth and their families.

Position Summary

The Receptionist is the first person visitors hear on the phone or see upon coming to YEP and is responsible for creating an *inviting first impression*. The Receptionist plays an important role in a well-functioning office by answering phones, greeting guests, communicating with staff and assisting with administrative tasks. The Receptionist will be supervised by YEP's Director of Administration and Grants Management.

The YEP Receptionist will share our Core Values:

RESPECT YEP believes all people have value and should be treated with dignity.

INTEGRITY YEP is honest and sincere.

PROGRESS YEP believes in ongoing learning and innovation.

KINDNESS YEP is caring and generous.

ACCOUNTABILITY YEP is responsible to its participants, families, community, donors and other stakeholders.

Position Responsibilities

Although the following list is not exhaustive, it covers a wide range of the Receptionist's responsibilities:

Phones:

- Operates main phone system, answers and forwards calls as necessary,
- Provides callers with program information.

Lobby Area:

- Maintain lobby area
- Properly greet and direct visitors, and when appropriate, use problem solving skills to resolve issues that arise from visitor questions,
- Report any maintenance issues that need to be attended to in the lobby to supervisor



Mail/Deliveries:

- Ensure all outgoing mail is picked up and ensure all incoming mail is delivered to YEP's Executive Assistant,
- Receive incoming packages and alert appropriate YEP staff member to pick up their package via voicemail or email ensuring packages are not left in the lobby overnight,
- Check with the Bike Shop each day before departing to collect any mail/packages that were delivered there.

Administration:

- Assists with clerical duties such as copying, faxing, filing, data entry,
- Maintain various YEP calendars,
- Data Entry,
- Other duties as assigned.

In general, a helpful attitude and efforts to look for ways to be helpful are what YEP is seeking in a Receptionist. A professional appearance is expected.

Qualifications

- High School Diploma or equivalent
- Knowledge of online calendaring and email communication
- Possess excellent organizational and communications skills (verbal and written)
- Possess the ability to problem solve and troubleshoot
- Ability to manage time effectively and work autonomously and as a team
- Dependable with strong work ethic
- Comfortable working with diverse groups of individuals
- Must be flexible and able to make adjustments as demands of position change
- Friendly and welcoming demeanor

Office Hours:

YEP office hours are 9:00am to 5:00pm. The responsibilities of this position will require a start time of 8:30am and an end time of 5:30 with an hour break for lunch from 1pm -2pm. This will allow the Receptionist the ability to be at the front desk between 9am and 5pm, completing opening and closing duties before and after YEP office hours.

To apply, please send your resume and cover letter to jobs@youthempowermentproject.org.
NO PHONE CALLS, PLEASE.