

Bilingual Front Desk Receptionist - Full Time Position

Who we are:

St. Nicks Alliance, a North Brooklyn based community organization, seeks to transform lives of low- and moderate-income people through employment, education, housing, elder care and social services. We do this by delivering impactful services with measurable outcomes to children, adults, and the elderly. As a civic anchor, we carry out this mission within the context of building a sustainable community for all people through the arts, environmental advocacy, and urban planning.

St. Nicks Alliance Workforce Development Center empowers and trains historically marginalized community members from North and Central Brooklyn to move from unemployment to careers and jobs with sustainable wages, enabling over 1800 local residents annually to improve their economic status. Our services are robust and range from employment-contextualized ESOL, Digital/Computer Literacy, ABE, and HSE to workplace success skills training and job placement, to sector-based employer-linked vocational training with a focus on career occupations in the green trades, healthcare, technology, and financial services sectors.

We are currently seeking a full-time bilingual front desk receptionist for our 92 Throop Avenue site in Brooklyn.

What you'll do:

The front desk receptionist is a front-facing customer service role responsible for all aspects of managing the reception area including answering phones, greeting customers, and maintaining the reception area. In addition, the receptionist will provide clerical and data entry to support all Workforce Development programs and the Office Manager.

Specific duties include, but are not limited to:

- Answer multi-line telephone and field calls to the appropriate service area
- Greet clients & conduct initial intake
- Maintain and log daily sign-in sheets for students.
- Support during weekly information sessions
- Provide information to the public about services at St. Nicks Alliance Workforce
- Maintain an organized reception area, supply closet, and IT closet
- Provide administrative assistance to staff
- Ensure front reception is adequately stocked with marketing materials for all service areas
- Update bulletin boards



- Input client data into appropriate databases in real time
- Use Google Calendar to schedule program-specific appointments
- Maintain digital and physical filing system
- Provide administrative assistance to the office manager, director, and program managers including making copies, scheduling, and confirming appointments for clients
- Follow up with clients as needed by phone and email
- Create and maintain weekly time sheets for multiple programs and office staff
- Sort, process, and distribute incoming and outgoing mail
- Keep abreast of all current workforce programs and current schedules
- Have a general understanding of program requirements and procedures
- Assist clients with all applications and forms ensuring all documentation has been provided in order to move on to the next phase of the process.
- Data Entry of intake and outcomes data into ETO (Efforts to Outcomes) database daily
- Collect and file all applications and forms
- Ensure participants' documentation is completed and correct in order to move clients to the next phase of the process
- Respond to all client inquiries or direct them to the correct person
- Other duties as assigned by the compliance and operations coordinator, senior managing director of workforce development, and director of workforce operations

What we are looking for:

- Must be bilingual (English/Spanish)
- Ability to operate in a fast-paced environment
- Strong customer service skills.
- Team player
- Ability to multi-task on various projects and have can-do attitude
- Strong writing, organizational, and computer skills
- Comfortable with data entry.
- Excellent presentation skills
- Strong communication skills
- High School Grad/GED with one year experience
- Computer literate (Google sheets, Excel, Word)
- Local candidates from and around Bedford Stuyvesant area are a plus

What's in it for you:

- compensation range: \$18 - 20 an hour (*the actual compensation will depend on a variety of job-related factors which may include geographic location, work experience, education, and skill level*)
- competitive benefits package (medical, dental, vision, 401k)
- 12 company-paid holidays; paid vacation, sick, and personal time off
- learning and development opportunities plus access to wellness programs

How to apply:



Applicants should send a resume and cover letter addressing what qualities you have that fit this role to skaufman@stnicksalliance.org

St. Nicks Alliance is an Equal Opportunity Employer that values diversity. We consider applicants for all positions without regard to race, color, national origin, religion, sex, gender identity, age, disability, alienage or citizenship status, ancestry, marital status, sexual orientation, veteran status, or any other status or characteristic protected by applicable federal, state or local laws.

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