

## **Bilingual Front Desk Receptionist**

### **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 Service sectors.

We are currently seeking a **full-time bilingual front desk receptionist** for our 92 Throop Avenue location 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 as well as 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 by assisting clients with all applications and forms, ensuring all documentation has been provided
- Input client data into appropriate data-bases in real time
  - Complete data entry of intake and outcomes data into our ETO (Efforts to Outcomes) database daily
- Maintain digital and physical filing system, as well as print, collect, and file applications and forms
- Follow up with clients as needed by phone and email
- Provide information to the public about services at St. Nicks Alliance Workforce Development Center
  - Keep abreast of all current workforce development programs and current schedules
  - Have a general understanding of program requirements and procedures
- Respond to all client inquiries or direct them to the correct person
- Provide administrative assistance to staff, such as making copies
- Reserve classroom and meeting room space
- Maintain and log daily sign-in sheets for students
- Support during weekly information sessions
- Maintain organized reception area, supply closet, and IT closet
- Ensure the front reception area is adequately stocked with marketing materials for all service areas
- Sort, process, and distribute incoming and outgoing mail, including workforce supplies
- Update bulletin boards
- Assist with tech requests (i.e. laptops)
- 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:**



# St.Nicks Alliance

*Where Opportunity Grows*

- Must be Bilingual in English/Spanish
- The ability to operate in a fast-paced environment
- Strong customer service, writing, organizational, communication, and computer skills
- Team player with a can-do attitude
- Ability to multitask on various projects
- High School Grad/GED with one year experience
- Local candidates from in or around the Bedford-Stuyvesant area are a plus

## **What's in it for you:**

- compensation range: \$18–21 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 & development opportunities and 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 [snaworkforceHR@stnicksalliance.org](mailto:snaworkforceHR@stnicksalliance.org).

*St. Nicks Alliance is an Equal Opportunity Employer. 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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