

## **Bilingual Front Desk Receptionist/Data Assistant**

### **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 **part-time evening receptionist/data assistant** to provide in-person support at our workforce development center at 92 Throop Avenue, Brooklyn, NY 11206.

### **What you'll do:**

The evening receptionist/data assistant will report to the Adult Education Program Coordinator. The candidate needs to be a hardworking individual with the ability to multitask effectively. This hands-on individual is responsible for all aspects of managing the reception area, including answering phone calls, greeting customers, and updating evening-class signage. This person is also responsible for attendance tracking, monitoring, and data entry into DYCD Connect, ASISTS, ETO, and other Adult Education funder databases as needed. This is a part-time position that requires evenings Monday through Thursday from 4 p.m. to 9 p.m., and Saturdays from 9 a.m. to 2 p.m.

Specific duties include, but are not limited to:

- Answer multi-line telephone and field calls to the appropriate service area, and direct them to the correct person
- Greet clients & conduct initial intake by assisting clients with all applications and forms, ensuring all documentation has been provided
- Attend 14 hours of RAEN and 18 hours of DYCD professional development training as needed to stay abreast of all changes with the data systems that we use and the requirements for data entry for our grants
- Input client data into appropriate databases in real time to help track and monitor the progress of clients enrolled in the St. Nicks Alliance programs, as required by DYCD Connect, ASISTS, ETO, HRA, and other in-house database systems
- 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
- Follow up with students who don't attend class and/or their emergency contacts at the start of class time to ensure compliance with average daily attendance and to ensure support/matching with supportive services
- Serve as a Case Manager/Transformational Coach for up to 146 students in our NYSED and DYCD classes, ensuring all students receive case management support on a regular basis
- Pre-test/Post-test students using Best Plus 3.0/TABE 13/14 testing programs
- 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
- Provide administrative assistance to staff, such as making copies
- Maintain and log daily sign-in sheets for students
- Maintain organized reception area, supply closet, and IT closet
- Ensure the front reception area is adequately stocked with marketing materials for all service areas
- Assist with tech requests (i.e. laptops)



- Other duties as assigned by the adult education program manager, the adult education coordinator, and Workforce Development leadership

#### **What we are looking for:**

- 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: \$20–23 per hour *(The actual compensation will depend on a variety of job-related factors which may include geographic location, work experience, education, and skill level.)*
- Paid Federal 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 a 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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