Front Desk Receptionist

YWCA IS ON A MISSION

Job Description:
Position will be on-site at the Grace Brown House, a newly opened residence for women and children survivors of Domestic Violence. This position will be the first point of contact for residents & visitors. To be successful in this position, you should have a pleasant personality, as this is also a customer service role. You should be able to deal with emergencies in a timely and effective manner while streamlining office operations.

Responsibilities

- Greet and welcome guests as soon as they arrive
- Answer, screen, and forward incoming phone calls
- Ensure the reception area is tidy and presentable
- Provide basic and accurate information in-person and via phone/email
- Perform other clerical receptionist duties such as filing, photocopying, transcribing, and faxing
- Work closely with housing partners and provide administrative support for staff working at the residence

Skills

- Proven work experience as a Receptionist, Front Office Representative, or similar role preferred but not required - candidates with customer service backgrounds of any type are also encouraged to apply
- Proficiency in Windows & Microsoft Office
- Hands-on experience with office equipment (e.g. fax machines and printers)
- Professional attitude and appearance
- Solid written and verbal communication skills
- Ability to be resourceful and proactive when issues arise
- Excellent organizational skills
- Multitasking and time-management skills, with the ability to prioritize tasks

Qualifications:
A high school degree is required; additional degrees or certifications are a plus

Working Conditions:
Work is performed in an office setting. Front line office conditions, heavy workload at times. Works in view of the public, noisy at times, with numerous interruptions. The workstation is in a high traffic area which makes concentration difficult.

Reports to:
Housing Director

Child care Benefit:
The YWCA subsidizes **25%** of child care costs for children enrolled in YWCA child care programs.
Infant care @$245 per week is a $61.25 benefit per week and $3,185 benefit per year
School Age care @ $185 per week is a $46.25 benefit per week and a $2,405 benefit per year

Health and Wellness Benefit:
Employees can attend one class per day or work out in the weight room.
$60 per month benefit
$720 benefit per year

Paid Time:
32 hours of personal time
Accrue 3.69 hours per paycheck for sick leave and vacation

Paid holidays

Health Insurance:
The YWCA contributes $3,600 per year to each employees plan.

Retirement:
Available to employees working two years with the agency. YWCA Cortland along with YWCA Retirement Fund contributes an average of 3-5% annually regardless of employee contributions. Contribution elections are reviewed on an annual basis

The YWCA embraces a family friendly and flexible work environment. Benefits are for fulltime positions and prorated for part-time.

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