

## **Office Receptionist, ACT Programs**

About ACT:

Since its founding in 1971, ACT (Advancing the Community of Tomorrow) has evolved to meet a variety of development and enrichment needs for the young people in and around the Cathedral of St. John the Divine. We recognize our young people as individuals, and we serve a deliberately diverse population. Families can trust a wide variety of programs provided in a nurturing, educational environment and facilitated by caring, highly trained leaders. ACT offers year-round, affordable, reliable, nonsectarian and socially enriching educational programs and special events for families in and around the Cathedral of St. John the Divine, the world's largest Gothic cathedral.

About this position:

The Office Receptionist will be responsible for providing administrative support to ensure that office services are delivered in an efficient manner. The Receptionist has a basic understanding of the program's activities and, as the first point of contact, is responsible for maintaining student records and ensuring that inquiries and questions are answered and directed appropriately, while maintaining a positive, welcoming, and caring environment in the front office.

### **The basics:**

Shift: 1 p.m.- 6 p.m. (25 hours a week), Monday-Friday

Salary: \$18.00 an hour

Benefits: participation in the Cathedral's 403(b) plan, including an employer contribution

### **Position Responsibilities**

- Answer phone calls in a pleasant and informed manner
- Become familiar with all program operations
- Greet all incoming students, families, and guests respectfully and professionally while monitoring access to the door system.
- Assist in all aspects of maintaining a professional and clean front office.
- Perform basic clerical skills and demonstrate knowledge of office practices and procedures including the ability to use standard office equipment such as personal computers, copier, scanner, and fax equipment.
- Type routine correspondence and other office documents from sources such as rough drafts, notes, and oral instructions.
- Receive and sort incoming mail and deliveries following established procedures.
- Other outreach activities.
- Prepare outgoing mail and packages following established procedures.
- Receives and refers visitors as needed notating important demographic information

- Enter information data as needed to our database program following established procedures.
- Communicate effectively, both orally and in writing.
- Handle cash, check, money order transactions
- Participate in staff strategy and goal-setting meetings
- Vacation and on call coverage flexibility
- Other miscellaneous tasks

### **Qualifications**

- Previous experience in administrative services or other related fields
- Bilingual (English/Spanish) is a plus but not necessary
- Some college credits or certification.
- Excellent Microsoft Office suite skills as well as skilled at using internet and email.
- Must be fully vaccinated for COVID-19 (full series of COVID-19 vaccines plus at least one booster)
- Delivers superior customer service.
  - Demonstrated integrity and ethical standards. Accuracy and attention to detail.
  - Professional demeanor.
  - Manages time effectively and adapts quickly to changing priorities.
  - Team player who works productively with a wide range of people.
  - Able to work independently and with some direction.
  - Capable of following written instructions and documented procedures.