



50 East 168th Street, Bronx, New York 10452
www.WHEDco.org

Title: Receptionist and Clerical Support
Location: 1309 Louis Nine Blvd, Bronx 10459
Reports to: Program Coordinator

The Women's Housing and Economic Development Corporation (WHEDco) is a community development organization founded on the radically simple idea that all people deserve healthy, vibrant communities. We build award-winning, sustainable, affordable homes – but our work is not over when our buildings are complete. WHEDco believes that to be successful, affordable housing must be anchored in strong communities that residents can be proud of. WHEDco's mission is to give the South Bronx access to all the resources that create thriving neighborhoods – from high-quality early education and after-school programs, to fresh, healthy food, cultural programming, and economic opportunity. See www.whedco.org for more information.

WHEDco affords all qualified applicants equal employment opportunities without discrimination because of race, creed (religion), color, sex, gender, national origin, sexual orientation, military status, age, disability, predisposing genetic characteristic, marital status or domestic violence victim status, or any other category protected by law. WHEDco follows the requirements of the New York Human Rights Law with regard to non-discrimination on the basis of prior criminal conviction and prior arrest.

Job Summary: The Receptionist serves as the first point of contact for clients and other visitors entering the Home-based Childcare program office and to those calling the office. This position also assists with managing the office through various administrative functions.

Responsibilities:

- Greet clients and other visitors entering the office in a positive and professional manner; provide friendly, courteous assistance to those seeking services.
- Alert staff when clients are present for services.
- Help maintain an atmosphere of control, civility and quality service in the reception and waiting area.
- Provide quality customer service to those calling the office, answer telephone promptly and courteously, transfer calls and take messages for staff.
- Report security problems to security guard or other appropriate staff.
- Take and pass on work-orders to property management.
- Sort incoming mail and ensure it gets to the recipient in a timely fashion.
- Ensure that out-going mail and packages, especially those with special instructions, are properly given to appropriate delivery personnel.
- Download voicemail for LE, CACFP and Training Departments daily.
- Other administrative tasks such as photocopying enrollment materials, handouts and packets, ordering and inventorying supplies, submitting postage meter readings, scanning and indexing documents, distributing monthly calendars and updating client information bulletin boards.
- Any or all other duties and responsibilities as assigned by supervisor.

Qualifications:

- At least one year of experience in customer service or similar role dealing with the public in an office setting;
- Knowledge of Microsoft office;
- Strong inter-personal communication skills; must have a friendly, approachable demeanor;
- Demonstrated ability to think quickly and problem solve with minimal supervision;
- Bi-lingual English/Spanish strongly preferred;
- Previous experience and/or commitment to serving low income communities a plus.

Excellent benefits and competitive salary based on experience.

To respond, send a cover letter and resume to one of the following:

Email: HBCEnrollment@whedco.org (please include your name and "Reception" in the subject line)

Mail: WHEDco, 50 East 168th Street, Bronx, NY 10452

Attn: VP Home Based Childcare

Application Deadline: Rolling until filled. Only those selected for interviews will be contacted.