

redeemer west side

job description

Position	Front Desk Administrative Assistant		
FLSA Status	Non-Exempt	Band	5
Department	W83	Work Hours	Part-time A
Reports to	Office Manager	Date	January 2022

Position Summary

Redeemer West Side is seeking a capable and friendly Front Desk Administrative Assistant to assist with our staff, visitors, and event clients' ongoing needs at W83 Ministry Center. As the primary receptionist, the Front Desk Admin Assistant serves as a face of hospitality for Redeemer West Side and provides strong administrative support for front desk operations.

The Front Desk Admin Assistant is the first point of contact for visitors and event guests, and plays a major role in cultivating a welcoming environment for all who enter the W83 building. In addition, the front desk serves as a hub of information and communications for the building, and this onsite position is part of the team managing that hub. The successful candidate should possess experience in administrative assistance and customer service, and is passionate about Redeemer West Side's vision to love the city and serve our neighbors. This position is 30 hours per week plus benefits.

Job Description

Welcome and assist all guests and visitors at the reception desk

- Greet all guests and visitors in a friendly and professional manner. Direct guests to where they need to go and answer questions
- Answer telephone calls as well as screening and forwarding calls
- Direct visitors to RWS resources and/or other community resources as needed
- Occasionally assist Events staff with guests check-in for events
- Monitor and assist with vendors load-ins and guest traffic flow in the lobby during events
- Carry out COVID-19 safety practices, (which may include reminding guests to wear face masks, documenting contact information, checking vaccination proof, etc. in accordance with current guidelines)

Provide administrative support for front desk operations

- Receive, sort, and distribute deliveries and mail
- Respond to emails and assist with vetting event space rental inquiries
- Maintain and update important front desk documents including instruction manual, contacts lists, policy documents, and list of neighborhood resources for assistance
- Keep the front desk and lobby closet, including lost and found, tidy and organized
- Replenish brochures, information cards, and other materials in the lobby and the art gallery
- Monitor security camera surveillance and uphold safety measures
- Report any incidents and/or guest comments and feedback to appropriate management staff
- Assist the Events Office with administrative duties as needed

Staff participation

- Participate in staff meetings, online community, and gatherings

Qualifications

- Work onsite at W83 Ministry Center
- Passion for Redeemer's vision and a gospel-oriented heart for New York City
- High school diploma or GED
- At least two years of experience in customer service, hospitality, office assistance, or related work
- Excellent interpersonal and communication skills
- Committed to a high level of customer service and mature professionalism
- Excellent telephone and email etiquette
- Excellent problem solving skills and good sense of judgment
- Must be organized and able to multitask
- Must be willing to work in the evenings and on weekends as needed
- Ability to lift, pull, and push a moderate weight (about 50 pounds)
- Familiar with MSOffice + GSuite applications, preferred experience with Macs
- CPR certification and/or other first aid training is a plus
- Proficiency in Spanish is a plus
- Familiarity with the Upper West Side of Manhattan is a big plus!

COVID-19 VACCINATION POLICY:

To ensure the overall health and safety of the Redeemer West Side community and in accordance with New York City requirements, all newly hired employees of Redeemer West Side are required to be fully vaccinated against COVID-19 as a condition of employment, absent qualifying exemptions for medical, religious, or other reasons in accordance with all applicable laws.