

JOB POSTING



Hope Initiatives CDC, Inc. is dedicated to restoring lives damaged by incarceration, substance abuse and poverty through employment, job training and soft skills coaching, spiritual guidance, encouragement and hope. Our employees enjoy a real opportunity to make a difference.

Receptionist

Part-Time

The person in this position must reflect the heart, mission, and culture of Hope Initiatives. The primary purpose of the position is to welcome visitors and respond to or redirect inquiries on the phone and face-to-face. The receptionist is also responsible for receiving and delivering mail and packages, and maintaining office equipment and supply items.

Essential Functions

- Greeting, assisting, and directing office visitors in person or via telephone
- Retrieving and distributing phone messages
- Maintaining employee directory / phone list
- Receiving and distributing mail and packages
- Completing manual receiving reports for deliveries
- Managing and tallying trainee time cards
- Organizing and filing physical records
- Monitoring and maintaining office equipment
- Ordering office supplies
- Creating and mailing letters to clients as directed by the Customer Service function
- Assisting the Customer Service function as needed
- Organizing catering for meetings
- Providing other office/clerical support as needed
- Maintaining security by following procedures

Competencies

- Commitment to the mission of Hope Initiatives
- Excellent verbal and written communications skills
- Quick thinking and problem solving
- Ethical conduct
- Excellent organization, time management and prioritization skills
- Personal effectiveness/credibility

Requirements and Expectations

- Bilingual in English/Spanish (highly desired)
- Computer skills including Microsoft Excel and Microsoft Word
- Knowledge of Administrative and Clerical Procedures
- Knowledge of Customer Service principles and practices
- Ability to manage multiple phone lines
- Professional personal presentation
- General office equipment functions
- Filing and Record Keeping
- Comfortable interacting with a very diverse population

Work Environment

The Receptionist must also have the ability to multi-task, prioritize work, and manage time effectively. This is a fast-paced work environment. Excellent observation, communication and organizational skills, and the ability to adapt to changing and challenging environments are necessary in order to be successful. A flexible schedule which permits full-time work when needed is also desirable.

HOW TO APPLY

Applicants should provide a resume outlining how they meet the specific requirements of the position to Dale Sedgwick at our office at 506 W. Broad Street, Rochester, NY or dsedgwick@makinghopepossible.com. For more information call 585-697-0407.

Please note the selected candidate will be required to submit to a background check and drug testing.

HOPE INITIATIVES IS AN EQUAL OPPORTUNITY EMPLOYER.