

UNION SETTLEMENT

JOB ANNOUNCEMENT

Union Settlement Association is an on-the-ground resource for East Harlem residents of all ages, and a passionate advocate for the needs of underserved communities. Since opening our doors in 1895, we have brought education, wellness and community-building programs to our neighborhood, empowering New Yorkers with opportunities to better their lives. More than 350 staff work in our organization, and our services impact 10,000 people every year. By helping our neighbors realize their goals, we build the vitality and success of East Harlem. For more information about Union Settlement, please visit our website at www.unionsettlement.org.

Position: Substitute Front Desk Associate
Department: Administration
Reports to: Operations Department
Hours: Part-Time
Salary: \$15 per hour
FLSA: Non-Exempt

Position Summary:

The Substitute Front Desk Associate will provides excellent service to all guests and program participants in person and on the phone to ensure the purpose, mission and values of Union Settlement are being met. College Students are encouraged to apply.

Responsibilities:

- Perform guest service functions including but not limited to allowing access to the facility, data entry, building relationships with participants, helping members connect with one another and to Union Settlement and conveying enthusiastic and accurate information about programs.
- Responsible for assuring the outlined procedures for opening/closing the facility are fully completed.
- Perform general housekeeping tasks to setup/cleanup the lobby area and assist with the setup/cleanup of programs and/or classes as needed.
- Knowledgeable in emergency procedures and responds to emergency situations immediately and in accordance with Union Settlement policies and procedures.
- Documents and notifies the Director of Facilities of incidents/accidents, participant questions/concerns, damaged equipment, supply needs, etc.
- Performs general clerical functions as assigned by Chief Operating Officer.
- Receives and carries out instructions effectively and efficiently.
- Maintains regular and predictable attendance.
- Performs special projects and other duties as assigned.

Qualifications:

- High School Diploma is required.
- Possess computer skills and good writing, observing and listening abilities.

- Demonstrated ability to perform multiple tasks effectively in a constantly changing environment.
- Ability to connect with people of diverse backgrounds.
- Possesses a strong understanding of the Union Settlement and its purpose, mission and values. Demonstrates this understanding through behavior and actions that support the purpose, mission and values.
- At minimum 1+ years of progressively responsible experience in front desk experience and/or customer service experience.
- Strong written and verbal communication skills required.
- Bilingual (English/Spanish) a plus.
- Schedule must be flexible, but candidate should have the ability to work on the weekend occasionally or as needed for special projects and events.
- Reliability and timeliness is a must as this person will be called on to assist when call-outs or vacations arise from regular staff members.

To Apply:

Please send Cover Letter, Resume, Salary Requirements, and 3 References to: operationscareers@unionsettlement.org.

Please indicate *Substitute Front Desk Associate* in the subject of e-mail.

UNION SETTLEMENT ASSOCIATION IS AN EQUAL OPPORTUNITY EMPLOYER