



MEETING OUR COMMUNITY'S NEEDS
NEIGHBOR TO NEIGHBOR

People's Resource Center - Job Posting Front Desk Receptionist – Non Profit (FT and PT schedule available)

Represent PRC by providing the highest level of customer service when greeting guests and answering phones, enforcing building protocols and providing administrative support that is consistent with our mission and values. Bilingual English/Spanish is preferred. If not bilingual, obtaining conversational Spanish proficiency (training paid by employer) is required within 12 months of hire. The successful candidate will be a member of the front office team supervised by the Office Manager and work at our Westmont location. Below are the available schedule options:

Option 1: 11 hours/week: Thur: 3 pm – 9 pm; Sat: 7 am – 12 pm

Option 2: 18 hours/week: Mon, Tues, Wed: 3 pm – 9 pm

Option 3: 30 hours/week (benefit eligible): Mon, Tues, Wed: 3 pm – 9 pm; Thur: 2 pm – 9 pm; Sat: 7 am – 12 pm

Option 4: 40 hours/week (benefit eligible): Mon, Thur: 11:30 am – 9 pm; Tues, Wed: 12 pm – 9 pm;
Sat: 7 am – 12 pm

BENEFITS

- Medical insurance – HMO, PPO (80% Employer paid)
- Dental insurance – PPO (80% Employer paid)
- Short Term Disability & Life insurance (100% Employer paid)
- Flexible Spending Account participation
- SIMPLE IRA retirement plan and 3% company match
- 23 days of Paid Time Off (PTO)
- 12 paid holidays

ESSENTIAL FUNCTIONS

- Serve as the greeter for clients, employees, and volunteers providing accurate information based on program guidelines and/or directing them to their location
- Efficiently answer incoming calls, providing initial level of information to callers and/or transfer calls to appropriate party
- Retrieve, document, and process phone messages from voicemail inbox for main number as well as other voicemails as instructed
- Perform building and security procedures that apply to front desk reception including but not limited to timely opening and closing of the building, operational readiness, assisting with safety protocols/drills and managing use of shared keys
- Provide administrative support to programs and facilities as assigned
- Maintain an active, accurate knowledge of programs, events, and activities
- Coordinate the pick-up and delivery of packages via USPS, UPS, FedEx and courier mail
- Maintain adequate stock of general office supplies, publications and brochures in the lobby
- Act as interpreter for Spanish speaking clients as requested
- Maintain a clean and tidy reception area, waiting area and kitchen

EXPERIENCE/EDUCATION

- High School diploma or equivalent credentials
- 2 years prior work experience in customer service, office management, or similar setting

SKILLS/KNOWLEDGE

- Commitment to PRC's mission, values, and community focus
- Enjoys working in a social service organization and with clients
- Enjoys working in a not-for-profit atmosphere
- Bilingual English/Spanish preferred. If not bilingual, obtaining conversational Spanish proficiency (training paid by employer) is required within 12 months of hire
- Able to work independently with some guidance and direction
- Able to exercise professional judgment to resolve moderately complex problems
- Excellent communication and customer service skills
- Able to work effectively with people from other countries and speaking other languages
- Must be able to manage multiple tasks at one-time
- Must demonstrate professionalism, flexibility, and commitment to teamwork
- Basic knowledge of Microsoft Word, Excel, Outlook, and Internet search engines
- Able to lift, pull or carry at least 25 lbs.

ORGANIZATION OVERVIEW

People's Resource Center (PRC) is a not-for-profit, social service organization founded in 1975 by community members looking to help neighbors who were facing financial hardship. Inspired by social justice heroes like Martin Luther King, Jr., Dorothy Day and Jane Addams, founders Dorothy McIntyre, Father Tom Peyton and a group of volunteers sought to do more than start a local food pantry.

With a team of over 1,600 volunteers supported by 47 employees, PRC offers free emergency needs assistance and educational programming. Our emergency and basic needs services include food assistance, clothing, financial assistance, homelessness prevention services, and referrals for medical and dental care. Job search assistance, adult basic education and literacy, computer training and access, and art enrichment equip individuals with the tools and resources they need to build stronger futures.

PRC earned the highest possible rating from Charity Navigator for 12 consecutive years. Only 1% of charities rated have received this distinction, differentiating PRC from its peers, exemplifying the high standard of service at PRC, and indicating that PRC outperforms most other charities in America.

The values that guide our actions and decisions and that are embedded in our culture are:

- Dignity and Respect: Recognizing the dignity of each person who comes to us, we create a welcoming and respectful environment in all of our programs and communication.
- Creative and Innovative: We express our mission directly. We try things in the community. We are willing to jump in to new areas in order to address an unmet need.
- Responsible Stewards: We welcome those who need resources, as well as those with resources to share.
- Compassionate: We listen, we encourage, we try to get to know our families, we provide some help and guidance, we advocate, in a spirit of kindness and compassion.
- Integrity: We place a high priority in living out of our principles, in our relationships, programs, and organizational practices.

APPLICATION PROCESS

To apply, please send your resume and minimum pay requirement to resumes@peoplesrc.org
Applications will be accepted until the position is filled.

*No phone calls, no faxes please. People's Resource Center is an Equal Opportunity Employer.
www.peoplesrc.org*