



## **Welcome Assistant**

Full-time, Hourly

### **Position Summary:**

The Welcome Assistant role is essential to providing a welcoming atmosphere to students, residents, clients, volunteers and guests by greeting and assisting them in connecting with the appropriate staff person or resource. In addition, the Welcome Assistant is responsible for answering the phone, responding to inquiries about CMC's services and programs, and appropriately routing calls.

### **Accountability**

The Welcome Assistant is accountable to the Director of Facilities and Technology.

### **Qualifications:**

- Two to three years' experience working in hospitality or customer service and High School Diploma required
- Experience with data entry and working in a database, preferably Salesforce
- Exceptional organizational and decision making skills.
- Attention to detail and accuracy.
- Strong written and verbal/oral communication skills
- Strong interpersonal skills and ability to work effectively with others as part of a team.
- Ability to develop rapport with people of all ages, backgrounds, and economic resources, and to treat others in a friendly, courteous, and appreciative manner.
- Ability to speak other language(s) commonly spoken by clients preferred
- Ability to address conflict and problem solve.
- Flexibility and ability to handle stress and new or undefined situations.
- Ability to maintain confidentiality concerning volunteers, clients, students, children, and staff or agency business.
- Ability to work with minimal supervision, take initiative, and prioritize multiple projects and tasks with changing priorities.
- Computer skills, including experience with Google Suite, Google Calendar, Microsoft Office Suite, Salesforce (or other database), and/or ability to learn new software and systems.
- Behave as a professional representative of CMC and communicate the mission and activities
- Awareness of issues related to literacy, immigrants, refugees, women, poverty, and mental illness.
- Commitment to the CMC mission and the values of the Sisters of Mercy.

### **Responsibilities:**

#### **Welcome Assistant**

- Answer the door bell and assist guests with CMC sign-in protocols and respond to questions as appropriate
- Notify staff member when guest has arrived, direct them to waiting area in the lobby, or accompany them to staff member or staff office
- Answer phone and respond to inquiries, relay messages to staff members

- Redirect voicemails left on CMC's main phone line to appropriate staff member
- Manage, respond to or redirect inquiries to CMC's general email inbox
- Be knowledgeable about CMC's programs and services in order to respond to the needs of guests and, where appropriate, connect them to the appropriate staff member
- Provide support for scheduling, perform data entry and clerical-related tasks as needed
- Assist with receiving in-kind donations and moving them to storage room
- Receive packages delivered to CMC and notify appropriate staff member
- Provide assistance to clients accessing the food pantry or seeking other resources
- Ensure lobby and food pantry are tidy and presentable
- Assist with coordinating and reserving CMC's shared spaces (Community Gathering space, meeting rooms, classrooms, etc)
- Maintain hospitality station in the lobby

**General Agency Duties**

- Be able to explain CMC program information to students, clients, residents, volunteers and others in the community.
- Present a positive image of the Center and its programs
- Provide direction, guidance and support to volunteers and interns as relevant to role, foster relationships with, and show appreciation for volunteers with whom you are in direct contact.
- Contribute to the CMC newsletter, board/committee reports and other public information activities as needed.
- Assist with CMC events and fundraising efforts as needed.
- Maintain clean and organized facilities including the storage and archives
- Assist with the shared staff responsibilities for security of the clients/volunteers and building
- Perform other duties as requested/assigned

**Physical Work Requirements**

- While performing the duties of this job, the employee is regularly required to talk and hear.
- The employee regularly is required to stand, walk, sit for extended periods of time, work at a computer, and engage in repetitive hand and/or wrist movements.
- The employee occasionally lifts and/or moves up to 40 lbs.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have read the job description and understand the responsibilities I am assuming in accepting this position.

\_\_\_\_\_

Name

\_\_\_\_\_

Date