



POSITION DESCRIPTION

POSITION :	Front Desk Associate
REPORTS TO:	Sr. Manager Young Adult Services
FLSA STATUS:	Non-Exempt
WORK HOURS:	Full-time

WHO WE ARE: Towards Employment, founded in 1976, is a national leader in workforce development. We connect people to careers which changes people’s lives, advances businesses, and strengthens community in Northeast Ohio. Towards Employment has gained local and national recognition for achieving excellent outcomes through the hard work of its dedicated staff.

WHY WORK WITH US: We foster an inclusive and supportive culture that empowers our team of professionals to grow and develop while advancing our mission. At Towards Employment we value critical thinking, intellectual curiosity, open communication, and collaboration. We embrace diverse perspectives, have a collective passion for the work we do and a curiosity to find new and better solutions. As a staff, we work towards achieving our organizational vision as an equitable workforce system where racial income gaps have been eliminated and everyone, especially those most affected by systemic racism, has access to family-sustaining wages and quality jobs.

CAREER OPPORTUNITY SUMMARY: Front Desk Associate is the first point of contact for Towards Employment and is accountable for providing an excellent first impression of the organization, as well as controlling operational flow and facilitating safety. Welcomes visitors by greeting them in person or on the telephone; answering or referring inquiries in a professional and friendly manner. Will assist with security through monitoring of security screens and managing entry into the work space. Supports the Organization by adhering to safety guidelines and protocol. Supports the team effort by creating a welcoming experience for all TE visitors, telephone calls and staff.

ESSENTIAL FUNCTIONS:

COMMUNICATION

- Welcome scheduled visitors as well as walk-ins and directs them to appropriate staff.
- Maintain up-to-date understanding of current programs and services including schedules; enrollment processes; program specific eligibility etc.
- Answer, screen, and forward incoming phone calls; triage and forward calls as needed according to alignment with program interest
- Retrieve voice mails and directs messages to appropriate staff members
- Work closely with Manager, Community Engagement, and the marketing team to ensure messaging is in line with TE brand and communication procedures.

ADMINISTRATION

- Schedule eligible participants for orientations/workshops and answer basic questions regarding the same.
- Maintain, distribute, and track bus tickets allotted for TE participants.
- Perform routine administrative duties including, copying, faxing and mailings as needed or requested by manager.
- Process incoming and outgoing mail; route deliveries to appropriate staff
- Assist administrative staff with special projects.
- All other duties as assigned and requested by supervisor.

SECURITY

- Maintain security by following procedures; monitoring security screens; issuing visitor badges and following proper closing procedures to ensure safety.
- Maintain safety procedures that control access via the reception/lobby entrance; be alert to suspicious behavior; verbally de-escalate potentially tense situations; and respond to emergencies calmly.

REQUIREMENTS:

Success in this role requires:

- High School diploma or equivalent, with additional training in Business Administrative Support preferred
- Strong telephone skills, excellent telephone etiquette and good verbal communication skills
- Must have exceptional interpersonal skills and the ability to work with a diverse population of visitors and participants consistently
- Must have experience and training to calmly respond to potentially unwanted situation including use of de-escalation techniques, quickly notifying staff and/or activating alarms. Strong multi-tasking and time management skills Ability to function with minimal supervision and with all levels of staff is needed
- Strong attention to detail is required along with strong organizational, time management, and problem-solving skills
- Ability to work independently, be flexible and dependable, and demonstrate initiative and creativity
- Proficiency with data entry and Microsoft Office Suite, MS Word, Excel, and Outlook.
- Experience using door access control systems, monitoring cameras position throughout the property based on security protocols and activating/deactivating building alarm systems.
- Good written communication skills with strong organizational, time management and problem-solving skills.
- Commitment to Towards Employment mission and values

COMPETENCIES REQUIRED:

- **Relationship Building** - Builds and maintains effective relationships with all stakeholders, including internal staff and external organizations that can impact Towards Employment's

success and future. Outstanding ability to effectively communicate plans and desired outcomes.

- **Flexibility** – Able to be flexible in the face of changing circumstances or plans. Willingness to engage comfortably through change.
- **Communications Champion** - Outstanding ability to effectively communicate with others, internally and externally; seeks clarification as needed to ensure expectations are clear and work product is on point.
- **Confidentiality and Discretion** – Ensures a high level of discretion at all times, on all matters.
- **Growth Mindset** – Embraces a culture of continuous learning and a can-do attitude, readily adapts to change, is intellectually curious and a critical thinker.
- **Social Justice and Racial Equity Advocate** – Passionate about promoting racial equity and inclusion at personal, organizational and systems levels; Understands the concepts of institutional and structural racism and bias and their impact on underserved and underrepresented communities.

EMPLOYEE BENEFITS:

Towards Employment offers competitive benefits including employer subsidized medical, prescription drug, vision, and dental insurance; matching traditional and Roth 401k; life and disability insurance. Voluntary benefits include HSA and FSA savings accounts, accident, critical illness and hospital indemnity insurance and dependent life insurance. Also, employees receive paid vacation, 10 sick/wellness days, 3 personal days plus 13 paid holidays annually.