

Job title: Support Services Coordinator Reports to: Support Services Operations Lead
Compensation level: Para-Professional A

Posting date: April 1, 2024
Closing date: April 15, 2024

Position summary

The Support Services Receptionist provides a variety of efficient clerical and administrative office support to assigned MIFA leaders, guests, and volunteers. The coordinator enjoys greeting clients, answering the switchboard, and assisting staff with projects as needed. While responsibilities vary depending on the department assigned, the Support Services Receptionist will have the opportunity to aid the overall efficiency of MIFA's support services utilizing regular use of initiative and accountability.

Qualifications

- High school diploma or GED equivalent
- Two years of office or customer service experience required
- Two years' experience managing heavy call volumes and/or experience with multi-line telephone systems preferred
- One year of experience in a social service environment preferred
- Proficiency at operating communication systems (computers, email, Office 365, telephone systems/software, scanners, copiers.), Microsoft Office: Word, Excel, and various database systems

Major responsibilities and related tasks

Responsible for handling and routing a large volume of phone calls as the office receptionist.

- Operate switchboard to receive, screen, and direct a high volume of inbound calls in a professional and polite manner and maintain a response rate in accordance with the standard of 3 to 5 rings
- Ensure the front desk is always covered during business hours
- Answer questions and provide information to clients, staff, and the public as requested, appropriately utilizing pre-recorded messages for screening and informational purposes
- Route emergency calls appropriately, and refer more complex trouble calls to management
- Provide general information and directory assistance
- Communicate orally clearly and effectively, utilizing tact, discretion, and diplomacy in dealing with sensitive situations.
- Deliver excellent customer service, externally and internally, while maintaining client and staff confidentiality

Responsible for courteously greeting visitors, answering questions, and providing information to the public and employees to the extent appropriate.

- Perform receptionist duties, including greeting, sign-in process, and directing visitors to appropriate office, department, or staff member

- Monitor door entry, mirror, and buzzer systems to ensure that secure conditions are maintained, restricting unauthorized accessed to building
- Call or dispatch the appropriate personnel in case of emergency
- Contact security staff members when necessary
- Call 911 in an emergency
- Keep area around reception desk organized, neat, and clean
- Provide welcome and hospitality to visitors, greet and escort to meeting room
- Prepare breakroom AM coffee, monitor break room for supplies; maintain break and boardroom cabinets/closet in a tidy manner
- Liaison and order for breakroom vending machines
- Order and supply comfort items for restrooms weekly

Perform basic administrative duties, such as metering, bulk mailing, and distributing incoming and outgoing mail and interdepartmental mail and materials.

- Coordinate Purchase Order process and order supplies as needed
- Sort and distribute mail quickly and accurately, based on names, departments, program locations
- Book appointments for conference room as requested.
- Daily pick up PO Box mail
- Daily prepare mailings/packages; deliver mail to post office, etc. courier as needed
- Daily monitor/tidy mail room supplies, ensuring that copiers are filled and operational.
- Organize, supply, and upkeep copier common workspaces, including First Aid kits.
- Arrange equipment maintenance/repair requests; Shred-It, postage machine.
- RJ Young liaison: clear jams, call for repairs, complete/submit monthly usage report.
- Train relief operators on switchboard operations
- Provide support services as needed to program staff.

Embrace technology and innovation

- Participate and support efforts to enhance skills, and engage in new and improved technology advancements

Other responsibilities

- Ability to manage client and donor information confidentially and discreetly.
- Ability to organize material and communicate effectively
- Ability to welcome and respect people of diverse ages and races, with sensitivity to civic and cultural issues
- Possess good people and verbal communication skills
- Ability to complete duties on schedule with little or no supervision
- Ability to complete Support Services special requests from all departments
- Other duties assigned to meet goals of the department
- Cross-train to back up the duties of Support Services

Supervisory Responsibilities n/a

Starting Salary : \$16.50

To Apply: Job Opportunities (mifa.org)

