

## **On Call Receptionist**

Madison Park Development Corporation (MPDC) seeks an On Call Receptionist. Reporting to the Dewitt Center Director, the On Call Receptionist will provide back-up support for MPDC's main front desk area at the Dewitt Center, providing general administrative support as needed. This person will provide coverage for the reception desk when the Center's receptionist is absent for vacation, illness, and/or away from desk to attend mandatory staff meetings. Advance notice to cover a shift will be given when possible.

### **Responsibilities:**

- Greet clients and visitors with a positive, helpful attitude
- Answer, screen, and direct phone calls on a multi-line phone system
- Act as a point of contact for all visitors, providing general information about Dewitt Center programs and resources offered throughout the building
- Direct visitors by maintaining employee and department directories
- Update and maintain Dewitt Center room calendars
- Help maintain safety and security at the center by monitoring cameras, keeping accurate visitor logs, checking in guests and issuing badges, monitoring visitor access and maintaining security awareness at all times
- Provide general administrative and clerical support including data entry using Salesforce
- Prepare correspondence and documents
- Receive, verify, and sign for all deliveries and communicate deliveries to appropriate staff
- Document complaints or issues in Salesforce and complete incident reports
- Maintain a safe and clean reception area by complying with procedures, rules, and regulations
- Audit office supplies and submit order requests to MPDC's Office Manager
- Maintain and stock first and second floor kitchen areas
- Provide coverage for the teen room and gym as needed
- Provide support with annual MPDC events as needed
- Perform other ad-hoc administrative duties as assigned by staff

### **Qualifications:**

- College degree preferred
- Prior work experience in an office setting required
- Strong customer service skills, including a clear and pleasant telephone manner
- Strong organizational skills and ability to multi-task
- Knowledge of computers and relevant software applications
- Salesforce experience is a plus
- Great verbal and written communication skills
- Punctuality is a must
- Bilingual in English/Spanish is a plus

**Compensation:**

Hourly rate of pay is \$15.00 per hour. No benefits offered.

**About Us:**

Founded in 1966, Madison Park Development Corporation's mission is to foster a vibrant, healthy Roxbury neighborhood that supports the well-being and advancement of the community. Our multifaceted approach to community building is realized through three departments: 1) real estate, which produces and preserves affordable housing for low income families; 2) community action, which builds community cohesion through health and wellness initiatives, violence prevention, civic engagement and resident leadership; and, 3) Hibernian Hall, our arts and culture department, which nurtures the arts in Roxbury by presenting high quality theater, dance, music, film and spoken word.

Please submit your resume with salary requirements to [zoliver@madison-park.org](mailto:zoliver@madison-park.org) or fax to 617-541-4900. To learn more about MPDC, visit our website at [www.madison-park.org](http://www.madison-park.org).