



## **Full-Time Receptionist**

Madison Park Development Corporation (MPDC) is an active and established community development corporation (CDC) that serves the Roxbury neighborhood of Boston with our housing and community development activities. Our mission is to develop and preserve quality, mixed-income housing in Roxbury, and to promote the renaissance of Dudley Square as a thriving neighborhood business district, recognized as a center of commerce and culture that anchors the economic revitalization of Roxbury.

Madison Park Development Corporation seeks a full time **Receptionist to work at the Dewitt Center, located in Madison Park Village**. The Dewitt Center opened in 2018, and hosts a variety of daily programs and classes for both youth and adults, including fitness, sports and more. The center is located next to Madison Park High School. This link will tell you more about the center: <http://www.madison-park.org/what-we-do/resident-community-services/dewitt-center/>

This full time job, including excellent benefits, requires an individual who can work any four weekdays (choose from Monday, Tuesday, Wednesday, Thursday or Friday) from Noon until 8PM and every Saturday from 10AM – 6PM.

### **The Position Description**

Reporting to the Dewitt Center Director, the Receptionist will support the Dewitt Center front desk and provides general administrative support to ensure the center is operating smoothly.

### **Responsibilities:**

- Provide regular front desk coverage including managing a multi-line telephone system (answer main line and direct phone calls)
- Answer telephone, screen and direct calls. Take and relay messages. Provide information to callers and direct persons to correct destination. Handle inquiries from the public and customers
- Update & maintain Dewitt Center room calendars
- Make sure all visitor and members sign in or check in at front desk
- Monitor security cameras & maintain security by following procedures; monitoring logbook; issuing visitor sign-in. Monitor visitor access and maintain security awareness
- Provide general support to visitors
- Act as the point of contact for internal and external clients
- Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
- Directs visitors by maintaining employee and department directories; giving instructions.
- Handle computer data entry of information into salesforce system



- Ensure knowledge of staff movements in and out of organization
- Provide general administrative and clerical support
- Prepare correspondence and documents
- Document complaints or issues in salesforce and complete the center's incident report
- Maintains safe and clean reception area by complying with procedures, rules, and regulations
- Oversee building between 6-8PM
- Audit office supplies and submit needs to the MPDC office manager
- Maintain and stock first and second floor kitchen areas
- Provide coverage the teen room and gym as needed
- Support yearly MPDC events
- Other duties as assigned and as needed

**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 work independently and multi-task.
- Knowledge of computers and relevant software applications.
- Salesforce experience is a plus
- Great verbal and written communication skills.
- Punctuality a must.
- Bi-lingual a plus.

**Benefits/Compensation:**

\$15.00 per hour/40 hours per week. We offer a competitive compensation and benefits package, including four weeks' vacation per year, and several medical and dental insurance plans.

**Application Process:**

Please submit your resume to [hr@madison-park.org](mailto:hr@madison-park.org). Fax #617-541-4900. Visit our website at [www.madison-park.org](http://www.madison-park.org) for more information about MPDC and the Dewitt Center.