

## **RECEPTIONIST**

### **Helping Individuals Succeed (H.I.S.) Agency Detroit, Michigan**

**Organization Background:** Helping Individuals Succeed Agency is an organization that provides training for youth and their families in the areas of life-skills, college and career preparation, literacy, and entrepreneurship. Our comprehensive school-based programs combine activities and learning to help build the knowledge and skills children need to succeed, both in school and in life. **H.I.S.** has been serving youth ages 8-18 since August 2004 and recently incorporated training for adults. We have mentored over 2,000 youth since our inception and our goal is to reach 1,000,000+.

**The Position:** H.I.S. Agency is currently seeking candidates for the Receptionist position. General responsibilities include being the first point of contact for the agency with a positive disposition.

#### **Roles and Responsibilities:**

- Operate busy phone switchboard
- Monitor front door and lobby area and deliveries
- Organize and maintain program files
- Prepare program materials
- Conduct information sessions for the public at H.I.S. facility
- Schedule workshops for students and maintain staff calendars
- Assist with the collection and preparation of materials for deadlines;
- Data entry, conduct quality reviews of data entry and system information
- Provide follow-up via phone or mail for training applicants
- Provide administrative and clerical support to staff as needed
- Perform other duties as necessary.
- Prepare monthly cash book reports for Finance Director.
- Provide support to the Executive Director, Director of Programs & Marketing Director.
- Carry out other tasks as appropriate under the direction of the Executive Director.

#### **Additional Qualifications:**

The ideal candidate will possess the ability to take initiative, work independently, prioritize responsibilities and deadlines, flexibility required and think creatively. The following qualifications and experience are required:

- HS Diploma and three years relevant experience required.
- Previous background in a similar role in a non-profit or job training programs preferred.
- Excellent organizational and time management skills with an ability to prioritize effectively.
- Advanced telephone and front desk skills.
- Strong computer skills (Knowledge of MS Word, MS Excel, Internet, and Outlook).
- Excellent communication, attention to detail and interpersonal skills.
- Ability to work flexible hours, which may include late evenings and some weekends.
- Ability to establish good rapport with young people and staff
- Ability to work in fast-paced environment

**How to Apply:**

For consideration for this position, please send letter of interest, resume and writing sample via email to:

[employment@hisagency.org](mailto:employment@hisagency.org) NO PHONE CALLS PLEASE

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