



EVENING RECEPTIONIST – PART TIME (English and Spanish or Portuguese)

Parenting Journey's mission is to create safer, more resilient families by supporting them in developing the inner strengths, life skills, and networks of resources they need to succeed.

ABOUT THE ORGANIZATION

Parenting Journey is a national nonprofit organization headquartered in Somerville, Massachusetts with a chapter office in New York City. For over 35 years, the organization has sought to break the systemic cycle of parenting in poverty. We recognize that systemic injustices related to poverty and race prevent many parents from realizing the futures they, and their families, deserve. Our work is inspired by the belief that strong families are the foundation of vibrant healthy communities and that all parents have the power to build resilient families. Parenting Journey envisions a world where all parents and caregivers can build thriving families.

Parenting Journey partners with parents to realize their strengths through therapeutic groups that reduce stress and foster social networks, advocacy for equitable policies that benefit all families, and partnerships with other family-focused nonprofits. Parenting Journey's acclaimed, high-impact parent programming is replicated at nearly 500 non-profit agencies across the country, and has impacted over 52,000 families in the last decade.

THE POSITION

Reporting to the Program Manager (PM) The Bilingual Receptionist serves visitors by greeting, welcoming, and directing them appropriately; notifies organization personnel of visitor arrival; maintains security and telecommunications system and support a variety of clerical activities and related tasks.

RESPONSIBILITIES:

- Create a warm, nurturing, welcoming environment for our clients and guests in person or on the telephone
- Answer incoming calls, determine purpose of callers, and forward calls to appropriate personnel; take and deliver messages or transfer calls to voicemail when appropriate personnel are not available; monitor visitor sign-in log book
- Maintains safe and clean reception area by complying with Parenting Journey policies, procedures, rules, and regulations. Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs
- Maintains security by following policies, procedures and monitoring the visitor sign-in logbook and program attendance sheets
- Schedule client intakes and liaise with facilitators and Program Manager to ensure clients receive timely communication
- Answer questions and provide callers with address, directions, and other information
- Receive, sort, and route mail; assist users in photocopying and mailing projects
- Organize training and group materials as directed
- Provide data entry, clerical support and research for groups and training programs as directed
- Perform other clerical duties such as filing and photocopying as assigned
- Responsible for actively inputting and maintaining data in Salesforce database to ensure complete and accurate reporting

CORE COMPETENCIES

- Highly developed communication skills (written/verbal) and interpersonal savvy
- High integrity, sound judgment, enthusiasm and optimism
- Ability to value diverse perspectives and treat all persons with dignity and respect
- Unquestionable personal code of ethics, diversity and trust
- Creative problem solver with strong strategic and tactical sense

- Ability to create and foster a healthy and positive work environment
- Must be able to follow directions accurately and carry out or communicate effectively tasks to other co-workers as needed

THE IDEAL CANDIDATE:

The Evening Receptionist must be a compassionate, motivated, self-starter who has the ability to create and foster a healthy and positive work environment. The successful candidate will have a proven ability to:

- Display a high integrity, sound judgment, dependability, enthusiasm, and optimism
- Values diversity and treats all persons with dignity and respect
- Excellent interpersonal and oral communication skills with strong attention to details
- Proven organizational skills with the ability to handle multiple tasks and projects concurrently
- Proficient in MS Office, databases and conducting Internet research

QUALIFICATIONS:

- Minimum of three years related work experience
- Bilingual – English and Spanish or Portuguese preferred
- Associates degree or higher preferred
- Ability to create and foster a healthy and positive work environment.
- Ability to work independently and provide the highest standard of service to clients, visitors, and guests
- Experience in administrative work, office management, phone systems
- Ability to successfully multitask
- Experience working with Microsoft Word, Excel, Google Docs and database experience preferred

JOB TYPE: Part-time

- 12 hours/week 4-8pm weeknights while programs are in session, with the possibility for occasional additional hours

TO APPLY

Parenting Journey is an equal opportunity employer and all qualified candidates are encouraged to apply. **Please email a cover letter and resume to Ms. Leticia St. Remy at lstremy@parentingjourney.org.** For more information about Parenting Journey, please visit our website at www.parentingjourney.org.