



Evening Receptionist – PART TIME, time limited

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

At Parenting Journey (PJ), we are working towards the day when every family has what they need to thrive and succeed. Our work is rooted in the belief that all parents want what is best for their children; but, we also recognize that some parents cannot reach their full potential because of layers of injustice that disproportionately impact communities of color, low-income families, and immigrants. In response to intergenerational trauma caused by racism and poverty, our evidence-based programs cultivate the inherent strengths and capabilities of parents because research shows improved mental health and wellbeing for parents also translates to better outcomes for children and families. We use evidence-based interventions that prove that the entire family thrives when parents adapt to stress, decrease anxiety, and have healthy interactions with others. In 2017, through rigorous research we proved that the PJ model is an effective parenting intervention that significantly reduces stress and promotes family and child well-being.

Since its founding 37 years ago, PJ has refined and adapted its model and program offerings to best partner with families and communities. Today, PJ uses an interdisciplinary approach to create change in individuals, institutions, and state and local policy to uplift families and ensure that we live in a society where everyone thrives. In 2018 we launched a new service delivery model aimed at accelerating change by embedding our services and approach into the infrastructure of allied organizations. We work with over 2,000 staff at nearly 300 organizations across Massachusetts and New York to deliver high-impact programs that touch families throughout the Northeast.

At Parenting Journey, we own our intentions and actions, and the impact they have on others. We honor our past while embracing innovation and opportunities for growth. We have a Climate and Culture Committee and are focused on our 90-day REDI (race, equity, diversity, and inclusion goals). We approach projects, opportunities, and conflicts with agility and the desire to learn. We work to communicate with transparency. We celebrate and have fun with each other.

THE POSITION

Reporting to the MA -Program Manager (PM) the Evening Receptionist serves visitors by greeting, welcoming, and directing them appropriately; maintains security and telecommunications systems, supports group facilitators, completes data entry, and supports a variety of clerical activities and related tasks.

RESPONSIBILITIES:

- Create a warm, nurturing, welcoming environment for our clients and guests in person and 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

- 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
- Answer questions and provide callers with address, directions, and other information
- 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
- Support group facilitators and child care staff during busy times

CORE COMPETENCIES

- Highly developed communication skills (written/verbal) and interpersonally 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 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
- Able to provide clear-headed support in challenging situations

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 high integrity, sound judgment, dependability, enthusiasm, and optimism
- Values diversity and treats all persons with dignity and respect
- A “people person” that enjoys conversing with others
- 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 two years related work experience
- Must be proficient in English; bi-lingual in Spanish or Portuguese is a bonus
- Associates degree or equivalent experience 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

- 4-hour shifts from 4pm-8pm on select evenings while groups are in session.

RATE OF PAY: \$15.00/hour

TO APPLY

Parenting Journey is an equal opportunity employer and all qualified candidates are encouraged to apply. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Please email a cover letter and resume to Ms. Leticia St. Remy at lstremy@parentingjourney.org.

Desired start time is mid March; Position is open until filled. For more information about Parenting Journey, please visit our website at www.parentingjourney.org.