



Cathedral of St. John the Divine 1047 Amsterdam Avenue 10025 (212) 316-7530

www.actprograms.org

Job Description: Administrative Assistant Position/Receptionist

About the Cathedral: The Cathedral of St. John the Divine is one of the world's most celebrated institutions, set amidst 11 acres of stunning and architecturally significant buildings and gardens. Chartered in the 19th century as a house of worship for all people and a unifying center of intellectual light and leadership, the Cathedral of St. John the Divine is the cathedral of the Episcopal Diocese of New York. People from many faiths and communities worship together in services held more than 30 times a week; the soup kitchen serves roughly 20,000 meals annually; social service outreach has an increasingly varied roster of programs; the distinguished Cathedral School prepares young students to be future leaders; Adults and Children in Trust, the renowned pre-school, after-school and summer camp program offers nurturing activities; the outstanding Textile Conservation Lab preserves world treasures; concerts, performances, exhibitions and civic gatherings allow conversation, celebration, reflection and remembrance—such is the joyfully busy life of this beloved and venerated Cathedral.

About the ACT program: Founded in 1971, ACT is an essential component of the Cathedral's service mission and provides a safe haven where toddlers to teens from many faiths, cultures and economic backgrounds gather to learn, play and grow, as they participate in a broad range of programs among highly-trained and caring adults. ACT consistently provides children and their families with high quality services that sustain, support and enhance their ability to thrive in diverse communities. ACT offers year-round, affordable, reliable, non-sectarian and socially enriching educational programs and special events for families in and around the Cathedral.

About the administrative assistant/receptionist position

We are looking to hire a Receptionist/ clerical aid to join our team. The right candidate will be responsible for providing administrative support; to ensure that our office services are delivered in an efficient manner to our employees. The Receptionist/Office Assistant has a basic understanding of the program's activities and, as the first point of contact, is responsible for maintaining student records and ensuring that inquiries and questions are answered and directed appropriately, while maintaining a positive, welcoming, and caring environment in the Front Office.

Duties and Responsibilities:

- Answer phone calls in a pleasant and informed manner for the purpose of providing information.
- Become familiar with all program operations
- Greet all incoming students, families and guests respectfully and professionally while monitoring access to the door system.
- Assist in all aspects of maintaining a professional and clean front office.
- Perform basic clerical skills and possesses knowledge of office practices and procedures including the ability to use standard office equipment such as personal computers, copier, scanner, and fax equipment.
- Type routine correspondence and other office documents from sources such as rough drafts, notes, and oral instructions.
- Receive and sort incoming mail and deliveries following established procedures.
- Assist with social media posting on Facebook and other outreach activities.
- Prepare outgoing mail and packages following established procedures.

- Receives and refer visitors as needed notating important demographic information listed on form provided by Outreach Coordinator.
- Enter information data as needed to registration database program following established procedures.
- Communicate effectively, both orally and in writing.
- Participate in staff strategy and goal setting meetings

Qualifications:

Previous experience in administrative services or other related field. Type minimum 40-60 wpm, some college credits or certification. Excellent skills on PC platform proficiently using Microsoft Office Suite as well as skilled at using internet and email. Bilingual (English/Spanish) is a plus. Delivers superior customer service. Effective listening, communication (verbal and written) and good phone skills. Demonstrated integrity and ethical standards. Accuracy and attention to detail. Professional demeanor. Manages time effectively and adapts quickly to changing priorities. Team player who works productively with wide range of people. Able to work independently with some direction. Capable of following written instructions and documented procedures.

Compensation:

- Position begins part-time with possibility of full time employment 60 day start. Hour rate ranges from 13-15/hours
- Position salary is \$30,500 annually full time or \$15.00/hr. part time. Benefits for full time only include a highly competitive benefits package offering medical, dental, vision, plans; paid time off, life & disability insurance, and retirement plan.
- **Reports to:** Office manager
- **Hours:** 25- 40hrs/week; 8:30am – 4:30pm, 10:15am-6:15pm