



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

[www.actprograms.org](http://www.actprograms.org)

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## **Job Description: Receptionist/Administrative Assistant Position**

**Function:** We are looking to hire a Receptionist 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.

### **Qualifications:**

Previous experience in administrative services or other related field. Type minimum 45-60 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) 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 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

### **Duties and Responsibilities:**

- 1) Answer phone calls in a pleasant and informed manner for the purpose of providing information.
- 2) Become familiar with all program operations
- 3) Greet all incoming students, families and guests respectfully and professionally while monitoring access to the door system.
- 4) Assist in all aspects of maintaining a professional and clean front office.
- 5) 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.
- 6) Type routine correspondence and other office documents from sources such as rough drafts, notes, and oral instructions.
- 7) Receive and sort incoming mail and deliveries following established procedures.
- 8) Assist with social media posting and outreach activities.
- 9) Prepare outgoing mail and packages following established procedures.
- 10) Receives and refer visitors as needed notating important demographic information listed on form provided by Outreach Coordinator.
- 11) Enter information data as needed to registration database program following established procedures.
- 12) Communicate effectively, both orally and in writing.
- 13) Participate in staff strategy and goal setting meetings

**Hours:** 40hrs/week, 8:30am – 4:30pm, 10:15am-6:15pm