

Job description

Omega Community Development Corporation
Hope Center for Families

RECEPTIONIST

TITLE: Receptionist **EFFECTIVE DATE:** 9/14/22

FLSA CLASSIFICATION: Exempt, Salaried **LOCATION:** Dayton, OH

SALARY RANGE: \$35,000-\$40,000 Annually **POSITION TYPE:** Full time

REPORTS TO: Lead Administrator

ABOUT OMEGA CDC

The Omega CDC is a 501(c)(3) non-profit organization established by the Omega Baptist Church in 1997. Our mission is to equip individuals, families, and children with resources, tools, and opportunities to break the cycle of generational poverty and achieve self-sufficiency through education, workforce development, and advocacy. With over 20 years of active involvement in the community, Omega CDC has developed a strong presence in Northwest Dayton and built a unique level of trust and familiarity with thousands of residents and numerous community organizations. To strengthen and expand its impact, the Omega CDC has developed a multi-phased strategic plan to re-develop a 30-acre property in Northwest Dayton in collaboration with government, education, healthcare, and other nonprofit and social service agencies in Dayton and across Miami Valley. The multi-phase plan entails building a community center, the Hope Center for Families, which opened in November 2021; a senior housing facility, the Omega Senior Lofts, which opened May 30, 2020; dedicated space for outdoor recreation; an amphitheater; and a worship center.

ABOUT THE HOPE CENTER FOR FAMILIES

An initiative of the Omega CDC to reduce inter-generational transmission of poverty and revitalize northwest Dayton by providing high-quality services to low-income individuals and families. Here, families work to achieve and sustain self-sufficiency by developing the life skills, work skills, and confidence needed to succeed. The 28,000-square-foot facility focuses on addressing the major factors that can lead to poverty reduction.

The Hope Center collaborative includes key anchor institutions (Dayton Children's Hospital, Mini University, Omega CDC, Sinclair Community College) to provide services and support. Each partner is dedicated to the overall goal and the two-

generation model so that outcome measures can be set for cross-program referrals and monitored for success.

POSITION DESCRIPTION

The Receptionist is a full-time position at the new Hope Center for Families. This position will maintain the front desk operations, including greeting visitors and employees of Omega CDC, Dayton Children's Hospital, and Sinclair Community College. The Receptionist also works collaboratively with the administrative team at Omega CDC, including the Executive Assistant, Intake & Administrative Specialist, and Intake Specialist. The role will include managing administrative protocols for all who enter the Hope Center building through the main entrance. These responsibilities include basic clerical/administrative duties such as answering and directing phone calls, managing entry into the building through the doorbell system, greeting visitors, opening and distributing correspondence, planning meetings, filing, and ordering building supplies.

PRIMARY RESPONSIBILITIES

- Answer and direct phone calls in a polite and friendly manner
- Welcome visitors in a warm and friendly manner and answer any questions visitors have.
- Maintain reception area and all common areas in a clean and tidy manner at all times
- Operate standard office equipment on a regular basis, including a fax machine, a copy machine, and a computer.
- Keep detailed and accurate records of visitor requests and of calls received, including tracking daily sign-in/out and location of the visit.
- Receive deliveries; sort and distribute incoming mail
- Take inventory of supplies and restock as needed
- Perform basic data entry tasks
- Send staff emails and updates
- Attend meetings and take detailed notes as requested by the executive staff and lead administrator
- Routinely stock kitchen supplies and remove old items
- Daily walkthrough of the building to ensure janitorial duties were performed the night before
- Work with the maintenance team to coordinate services
- Follow up with vendors as needed
- Pick up mail from the post office
- Other duties as assigned

KNOWLEDGE & SKILLS REQUIRED

- Multi-tasking and time management are key skills for the position.
- Strong communication skills through reading, writing, and speaking.
- Must have a high level of interpersonal skills to handle sensitive and confidential situations. The position continually requires demonstrated poise, tact, and diplomacy.
- Work requires continual attention to detail in composing, typing, and proofing materials, establishing priorities, and meeting deadlines.
- Punctual with strong attendance history.
- Must be able to interact and communicate with individuals at all levels in the community, the Omega Baptist Church, the Omega Community Development Corporation, and the Hope Center for Families Partners.

QUALIFICATIONS

- High School diploma or general education degree (GED) required; Bachelor's degree preferred.
- Previous work and/or volunteer experience in non-profit organizations is highly preferred.
- Cultural competency and sensitivity with groups and individuals representing a variety of needs, abilities, and socioeconomic backgrounds.
- Ability to respond flexibly to a fluid and evolving program environment.
- Strong time management, organizational skills, and attention to detail.
- Excellent computer skills, including data entry (Microsoft Office Word, Access, PowerPoint, and Excel; Google Office Suite).
- Ability to work collaboratively with partners, colleagues, and participants.
- Connections to community resources and institutions is a plus.

WORKING CONDITIONS:

Work is performed primarily at the Omega Hope Center for Families. Some local travel is required for meetings and community engagement. Longer distance travel may be required for necessary training. Normal office hours are 7:30 am – 4 pm, Monday through Friday. Some evening or weekend hours will be necessary.

NON-DISCRIMINATION POLICY

Omega CDC shall not discriminate because of race, color, religion, sex, sexual orientation, gender identity, ancestry, national origin, military status, place of birth,

age, marital status, or disability in any of its activities or operations. These activities or operations include actions against any employee, applicant for employment, subcontractor or vendor; or applicant for services, family, or child in its programs or activities. We are committed to providing an inclusive and welcoming environment for all families, children, and staff who are part of Omega CDC.

Job Type: Full-time

Pay: \$35,000.00 - \$40,000.00 per year