

The Glades Initiative, Inc.

Job Title: Program Assistant – Front Desk

Summary: The Program Assistant – Front Desk is responsible for providing a positive and welcoming experience for clients. This includes opening doors, greeting clients, answering phones, taking messages, scheduling meetings, preparing reports, and maintaining office records and providing administrative and clerical support to the President/CEO when necessary. The ideal candidate is bilingual and will have a high school diploma or equivalent, previous experience working in a front office setting, and excellent communication and customer service skills. Position is non-exempt and reports to the President/CEO.

Essential Duties and Responsibilities:

- Answer phone calls in a professional and friendly manner, and greet clients in a way that makes them feel welcome and appreciated
- Scheduling and performing background screens
- Assist with scheduling meetings and appointments, and sending out reminders
- Prepare reports and presentations that are clear, concise, and easy to understand
- Maintain office records and filing system in a way that is organized and accessible
- Order office supplies and equipment in a timely and efficient manner
- Assist with data entry and other administrative tasks as needed
- Perform other duties as assigned

Qualifications:

- High school diploma or equivalent
- 1-2 years of experience working in a front office setting
- Excellent communication and customer service skills, with a focus on providing a positive and welcoming experience for clients
- Proficient in Microsoft Office Suite
- Ability to work independently and as part of a team
- Bilingual preferred -Spanish or Haitian Creole.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The employee is frequently required to sit, stand, walk, and talk or hear.
- The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; and stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 25 pounds.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually moderate.
- The work environment is sometimes hectic and fast-paced.

To apply: Send email **resume and cover letter in pdf** to **jobs@gladesinitiative.org** with the word Front desk -“Your name” in the subject line of the email.