

Job Description: Front Desk Coordinator

Reports to: Administration and Operations Manager (AOM)

Status: Non-exempt, At-will, Part-time, 28 hours per week

Compensation: Hourly; Salary Commensurate upon Experience

Position Summary

The Front Desk Coordinator (FDC) is a key member of the Brower Center staff and responsible for ensuring that program attendees, visitors, and resident organization employees have a positive and engaging experience. This multi-faceted role must handle both front and back-of-house responsibilities, balancing administrative tasks with front desk reception duties.

This position calls for a detail-oriented multi-tasker who enjoys being a part of a community. The FDC must possess excellent customer service and communication skills and have a clear understanding of the varied logistics associated with being first point of contact for the organization.

Essential Functions*Reception and Front Desk Responsibilities*

- Serves as front desk receptionist by receiving visitors, answering general phone and email inquiries and routing communication appropriately
- Provides timely, excellent customer service
- Maintains visual awareness of people entering and exiting the building and maintains a visitor tracking log
- Communicates to facility management about service and maintenance issues witnessed or reported by others
- Creates wayfinding signage and daily event signage for resident organizations and guests using InDesign and/or Microsoft Word
- Oversees front desk procedures and communicates them to other staff as necessary
- Keeps front desk handbook up to date

Administrative Responsibilities

- Enters data, manages users and selected lists in the Salesforce database, including staff, residents, rental clients and vendor contact information; updates information as needed
- Assists AOM with property management tasks as assigned
- Retrieves mail and processes for proper routing
- Logs and secures all incoming checks, cash and donations
- Scans and files Conference Center rental contracts and other related documents
- Promotes select Brower Center exhibitions and programs by posting to online press calendars
- Assists with various administrative tasks to support other departments as necessary

Resident Organizations and Community Engagement

- Fosters a sense of community among residents through events and building programs
- With direction from the AOM develops, plans, and produces resident organization social and professional events.

- Manages the Resident Conference Room (RCR) and Resident Events calendars, which includes: inviting/cancelling users, monitoring room usage, and disseminating/enforcing RCR policy
- Compiles, produces, and sends the bi-weekly Resident Email Blast and other resident communications as necessary
- Builds relationships with neighboring business and organizations to engage them with the Brower Center community
- Maintains resident organization bulletin boards by collecting appropriate information and keeping them up to date

Other Functions

- Attends staff meetings and retreats as assigned
- Opens and closes the front desk, lobby and gallery when arriving before or leaving after Brower Center staff
- Assists other staff with projects as requested, when possible
- Assists with evacuation procedures during building emergencies
- Other duties as assigned

Qualifications

- High school degree required. College degree and/or equivalent experience preferred
- Nonprofit experience preferred; familiarity with the environmental community is ideal
- Excellent customer services skills; ability to communicate effectively with people of all backgrounds
- Excellent interpersonal, written, and verbal communication skills
- Able to effectively meet deadlines and independently organize workflow
- Ability to work well both collaboratively and independently in a diverse office
- Proven proficiency with Mac computers, Microsoft Office Suite and Google Suite
- Familiarity with SalesForce, Mailchimp and Adobe Creative Suite preferred
- Ability to lift, carry, push, pull and move furniture and equipment (up to 25 lbs.)

TO APPLY: Please submit Resume AND Cover Letter to hire@browercenter.org.
A current resume and relevant cover letter are requirements of this application.

Thank you for your interest in the David Brower Center. Due to the many resumes we receive, we will only be contacting those candidates who are being most actively considered for the position.