



**Byrd Barr Place
Receptionist
Job Description**

Department: Operations
Position Title: Receptionist
Reports To: Administrative Manager
Staff Supervision: None
Salary/Wage: Non-exempt: \$20.00 - \$22.00

About Byrd Barr Place: We envision abundant communities where all prosper. Our mission is to create a more equitable Seattle through innovative programs and advocacy that empower people to live healthier and more prosperous lives.

Byrd Barr Place (BBP) provides services to a range of clients with a focus on individuals, families, and communities impacted by racism, poverty and/or home instability. As an organization, we are creating a community hub dedicated to preserving Black Washingtonian history, serving the community as it exists today with essential services, and partnering with others to advocate for systemic change

General Description: We are searching for a proactive, community-oriented receptionist to join our team! This position is responsible for receiving clients and visitors to Byrd Barr Place, making them feel welcome and providing information and referrals to specific inquiries. This position is responsible for answering incoming calls, responding to voicemails, booking appointments, and ensuring the reception area operates smoothly and efficiently.

The ideal candidate is friendly with excellent communication skills, a customer service mindset, solid data entry skills, and a passion for helping people. Members of BIPOC (black, indigenous, people of color) communities, or people who have personal experience in historically marginalized and excluded communities are especially encouraged to apply. All career level candidates are welcome to apply.

Responsibilities:

- Creates and helps to maintain and facilitate a warm, welcoming environment for all clients, guests, volunteers, staff, vendors and other visitors by phone and in person.

- Greets and directs all incoming clients and guests to the appropriate destinations or staff members.
- Maintains orderly flow of clients in and out of the Market (Tuesday – Thursday)
- Opens and closes the reception desk and properly secures all files, keys, and equipment.
- Manages phone lines and walk-in clients, often at the same time. Handles queries and complaints via phone, books appointments, and ensures messages are passed to the appropriate staff member in a timely manner.
- Communicates to the appropriate parties, promptly and clearly, all messages and material directed to them. Provides accurate agency and program-specific information.
- Supports with managing security and telecommunications systems, including recording and maintaining updated electronic greeting on phone system mailbox
- Maintains and regularly updates responses to frequently asked client questions
- Maintains safety and hygiene standards of the reception, lobby, and first floor restrooms and community spaces.
- Completes work duties in adherence with established policies and procedures.
- Other administrative support duties as requested by management.

Minimum Qualifications:

- 2 years of customer service experience
- Excellent people skills, including ability to communicate and engage effectively with a diverse clientele
- Strong interpersonal skills required including a positive customer service orientation
- Ability to deal with angry or upset individuals in a professional manner
- Ability to work both independently and as a member of a team with minimal supervision
- Attention to detail and able to accurately enter data using customer management tools
- Proficiency in Microsoft Office including Outlook, Excel, and Teams and ability to learn new software systems

Preferred Qualification:

- Familiarity with non-profit and social service agencies and procedures
- Proven self-starter, able to prioritize and manage multiple tasks
- Experience with a multi-line phone system
- Familiarity with Salesforce

Benefits: Byrd Barr Place provides a comprehensive and competitive benefits package including, full employee coverage for Medical, dental and vision insurance; employer contributed FSA, employer-matched 401(K) plan, short and long-term disability, group life and accident insurance. One floating holiday per year, annual leave accrual, annual sick leave accrual and 14.5 paid holidays. Starting schedule is a 35hr work week (paid for 40-hours) which the organization will be re-evaluating in the Fall of 2023.