



MEETING OUR COMMUNITY'S NEEDS  
NEIGHBORS TO NEIGHBORS

## People's Resource Center Job Posting Front Desk Associate – Wheaton

### **POSITION OVERVIEW**

PRC is hiring a Front Desk Associate to work in our Wheaton location. The Front Desk Associate will create a welcoming environment by providing excellent customer service and program administrative support that is consistent with PRC's mission and values and ensuring building and safety protocols are followed. The Front Desk Associate is part of the reception team supervised by the Office Manager. This position is a 33 hours/week, benefit eligible, and will work the following schedule:

**Monday, Wednesday, Thursday and Friday: 11:00am – 5:00pm**  
**Tuesday: 11:00am – 9:00pm**

### **BENEFITS**

PRC offers a generous compensation and benefits package to our full-time employees, including:

- Medical insurance – HMO, PPO (80% Employer paid)
- Dental insurance – PPO (80% Employer paid)
- Short Term Disability & Life insurance (100% Employer paid)
- Flexible Spending Account participation
- SIMPLE IRA retirement plan and 3% company match
- 23 days of Paid Time Off (PTO)
- 12 paid holidays

### **Essential Functions**

1. Customer Service
  - Greet and welcome guests by providing accurate information based on program guidelines and/or directing them to their location
  - Efficiently answer incoming calls providing initial information and/or transfer calls to appropriate party
  - Retrieve, document, and process phone messages from voicemail inbox for main number as well as other voicemails as instructed
  - Act as interpreter for Spanish speaking clients as requested
  - Maintain a clean and tidy reception area, waiting area, and kitchen
2. Program Administrative Support
  - Maintain an active, accurate knowledge of programs, events, and activities
  - Provide administrative support as assigned including but not limited to entering data, making copies, managing files, making phone calls, assisting with program supplies, and coordinating mailings
3. Site Operations Support
  - Act as primary point person for on-site operational needs, including but not limited to supplies, office keys, office equipment, office mail, site procedures and general communications
  - Act as primary point of contact for daily site maintenance issues working with the Office Manager and Facilities Manager.
  - Perform building and security procedures that apply to front desk staff

## **Other Functions**

- Other duties as assigned
- Provide front desk back up for other sites and shifts as needed and available

## **SKILLS/KNOWLEDGE**

- Commitment to PRC's mission, values, and community focus
- Enjoys working in a social service organization and with clients
- Bilingual English/Spanish preferred. If not bilingual, obtaining conversational Spanish proficiency (training paid by employer) is required within 12 months of hire
- Acute attention to detail, strives for 100% accuracy
- Ability to work independently with some guidance and direction
- Ability to exercise professional judgment to resolve moderately complex problems
- Evidence of maintaining confidentiality
- Excellent communication, phone etiquette and customer service skills
- Ability to work effectively with people from other countries and speaking other languages
- Ability to manage multiple tasks at one-time
- Must demonstrate professionalism, flexibility, and commitment to teamwork
- Computer proficiency in Microsoft Word, Excel, Outlook, and Internet search engines

## **EXPERIENCE/EDUCATION**

- High school diploma or equivalent credentials
- 3 years prior work experience in customer service, office management or similar setting

## **ORGANIZATION OVERVIEW**

People's Resource Center (PRC) is a nonprofit, social service organization founded in 1975 by community members looking to help neighbors who were facing financial hardship. Inspired by social justice heroes like Martin Luther King, Jr., Dorothy Day and Jane Addams, founders Dorothy McIntyre, Father Tom Peyton and a group of volunteers sought to do more than start a local food pantry.

With a team of over 1,600 volunteers supported by 47 employees, PRC offers free emergency needs assistance and educational programming. Our emergency and basic needs services include food assistance, clothing, financial assistance, homeless prevention services, and referrals for medical and dental care. Job search assistance, adult basic education and literacy, computer training and access, and art enrichment equip individuals with the tools and resources they need to build stronger futures.

## **APPLICATION PROCESS**

**To apply, please send your resume and minimum pay requirements to [resumes@peoplesrc.org](mailto:resumes@peoplesrc.org)**

**Applications will be accepted until the position is filled.**

*No phone calls, no faxes please.*

*People's Resource Center is an Equal Opportunity Employer.*

*[www.peoplesrc.org](http://www.peoplesrc.org)*