People's Resource Center

MEETING OUR COMMUNITY'S NEEDS
NEIGHBOR TO NEIGHBOR

People's Resource Center - Job Posting
Front Desk Associate (Bilingual) – Full-Time

PRC is hiring a full-time Front Desk Associate to create a welcoming environment by providing excellent customer service and administrative support that is consistent with PRC's mission and values, and ensuring building and safety protocols are followed. This position will work at PRC's Westmont location (104 Chestnut Ave). Candidates must be bilingual English/Spanish.

This is a full-time, 40 hour/week position. The hours for the position are 7:00am-5:30pm, and you will be scheduled 4 days within Monday through Friday.

The hourly rate for this position is $18-$19/hour.

BENEFITS

PRC offers a generous compensation and benefits package to our benefit-eligible employees, including:

- Medical insurance – HMO, PPO (90% 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
- 18 days of Paid Time Off (PTO)
- 12 paid holidays (average)
- 2 floating 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 transferring calls to the appropriate party
    - Retrieve, document, and process phone messages from the voicemail inbox for the 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 the primary point of contact for daily site maintenance issues, working with the Office Operations Supervisor and Facility and Business Operations Manager
- Perform building and security procedures that apply to front desk staff
- Other duties as assigned

4. Provide front desk backup for other sites and shifts as needed and available

EXPERIENCE/EDUCATION

- High school diploma or equivalent required
- Three (3) years of prior work experience in customer service, front desk, or a similar setting

SKILLS/KNOWLEDGE

- Commitment to PRC's mission, values, and community focus
- Bilingual English/Spanish
- Enjoy working in a social service organization and with clients
- Ability to work independently with some guidance and direction
- Ability to exercise professional judgment to resolve moderately complex problems
- Excellent communication, phone etiquette, and customer service skills
- Ability to work effectively with people from diverse backgrounds
- 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

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 2500 volunteers supported by 48 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

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