



Front Desk and Operations Assistant Hourly, Part-Time, Regular

SE Works is seeking a Part-Time Front Desk and Operations Assistant to support the Full Time staff already in those positions, and, on an as-needed basis. The regular job would be 5 days a week (M-F) for 5 hours each day (10AM – 3PM). After successful completion of a training period, they will have the opportunity for extended hours, to fill in during sick, vacation, and other leave times for full time staff. The extra time needed will be scheduled as far in advance as possible, with some flexibility in hours and days.

\$14 per hour, full benefits

To be considered for the first round of interviews, please respond by 5:00 PM, Monday April 8, 2019 to

HR@SEWorks.org

No phone calls or in-person deliveries, PLEASE.

This posting will remain open until filled.

Include:

1. Cover Letter, addressing these 3 questions:
 1. Why is this job and the proposed hours and schedule attractive to you?
 2. What is your experience with customer service in a social services setting?
 3. What is your experience with setting up and helping with computers, phones, office machines and meeting spaces?
2. Resume

Position Summary:

The Front Desk and Operations Assistant will support the smooth operations and functions of SE Works. They will provide relief support for lunches and breaks, and occasional longer times, for the regular Front Desk team. They will assist with facilities, maintenance and technical services to support the day-to-day activities of staff. Their goal is to provide excellent customer service to maintain a professional atmosphere for customers accessing SE Works' services. During the Training/ Introductory period, the hours will be from 10AM – 3PM daily, Monday – Friday, 25 hours per week, with potential for occasional full-time to cover staff sick, vacation and other leaves from work.

Essential Functions:

- ***Regular and consistent attendance is an essential function of this position.***
- Provide daily Front Desk relief coverage for breaks and lunches, and occasional sick or vacation coverage.
 - Greet people as they enter.
 - Have guests sign in.
 - Maintain confidentiality of customer Personal Identifying Information
 - Notify staff of visitors' arrival by phone extension or cell ("All Page" only as necessary).
 - Refer customers to relevant SE Works and Regional (WorkSource Portland Metro) staff, products and services.
 - Coordinate with Worksource and OED staff to efficiently enroll customers into WorkSource services.
 - Ensure the Center Front Desk well stocked with current and relevant flyers, calendars, and information and area is clean and tidy.
- Daily rounds to check temperatures and maintenance needs.
- Report facility problems and missing or broken equipment to the Director of Business Operations.
- Daily rounds to ensure all copiers, printers, supply cabinets, staff break area, restroom and coffee supplies are topped up daily, with sufficient reserves on hand.
- Occasional trips to local shops, etc. to purchase and pick up gift cards and break room and food supplies.

- Monitor printer toner levels and ensure refills are available as needed.
- Maintain small tools supply and perform minor repairs as needed.
- Learn and assist with copier and printer paper jams and toner replacement.
- Assist with ordering, receiving and stocking office supplies.
- Assist with computer and furniture trouble-shooting and moving; become responsible for chair, table and desk adjustments.
- Assist with maintaining equipment inventory records.
- Assist with special projects as assigned, including events and room set up and take-down.
- Provide daily Front Desk relief coverage for breaks and lunches, and occasional sick or vacation coverage.
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 - Notify staff of visitors' arrival by phone extension or cell ("All Page" only as necessary).
 - Refer customers to relevant SE Works and Regional (WorkSource Portland Metro) staff, products and services.
 - Coordinate with Worksource and OED staff to efficiently enroll customers into WorkSource services.
 - Ensure the Center Front Desk well stocked with current and relevant flyers, calendars, and information and area is clean and tidy.

Required Education and Experience:

- Ability to work with staff and learn under direction and supervision.
- Calm, clear and concise communication style
- Ability to speak, read, and write at a level sufficient to fulfill the duties assigned.
- Demonstrated competence in 21st Century computer operations.
- Experience working with the public and employers.
- Ability to work under pressure and deadlines without being reactive.
- Respectful attitude toward staff and customers of diverse backgrounds

Preferred Qualifications:

- Ability to be tactful and de-fuse potential conflicts with customers who are unhappy
- Ability to troubleshoot and resolve common office machine problems
- Knowledge of computers, software, and data systems, including Microsoft Office Suite
- Familiarity with class and cultural issues.
- Knowledge of area education and training providers, human service agencies, and community groups.

Job Conditions:

- Potential for variable schedule.
- Can be stressful, with many interruptions during the day.
- May require sitting or standing for long periods of time.
- Periods of constant customer service alternating with periods of desk of other work alone with minimal direct supervision.

SE Works offers a competitive salary, paid benefits, a retirement plan, and paid time off, among other benefits.

SE Works is an equal opportunity employer. SE Works does not discriminate on the basis of race, color, religion, gender, age, national origin, disability, marital status, sexual orientation, political affiliation, or any other basis prohibited by law. Auxiliary aids and services are available upon request to individuals with disabilities. TTY 503-772-2332.