

**Position:** Receptionist

**Reports to:** Office Manager

**Location:** St. Louis, MO

**Where to apply:** <https://www.indeed.com/job/receptionist-a7dba18ec195d08a?_ga=2.238715904.1845896660.1673279393-125445014.1660839225>

**Organizational Summary**

The Community Impact Network (“Network”) is a private operating foundation that builds equity by serving those who create opportunities for people in the 24:1 community to learn, live, and leave a legacy. The 24:1 community includes the people who live in the municipalities and sections of unincorporated north St. Louis County that make up the Normandy Schools Collaborative school district.

The Network has about sixty member organizations who collectively serve the 24:1 community in the Network’s three priority areas: (1) Network members create opportunities for people to access quality education throughout their life (“Learning”); (2) Network members create opportunities for people to be safe and healthy, get a job, have a child, move through the housing continuum, and experience economic mobility (“Living”); and (3) Network members create opportunities for people to leave a positive legacy for future generations (“Leave a Legacy”).

The Network’s staff serve in three principal ways: (1) by listening to community stakeholders to inform how the Network does its work and to identify community needs, goals, and dreams (“Engaging”); (2) by working with service providers to address community needs, improve services, craft solutions to challenges, align around shared objectives, and build connections between community members and those who serve them (“Collaborating”); and (3) providing a suite of supportive services, including financial, strategic, and organizational resources, to service providers working in the Network’s priority areas (“Investing”).

The Network’s sister organization, Equity Homes, is also a Network member. Equity Homes serves the 24:1 community by creating opportunities for people to live in affordable quality homes through catalytic renovations and constructive demolition. The Network and Equity Homes operate with a combined annual budget of about $15 million and have roughly 30 full-time employees. The Receptionist will be an employee of The Equity Network, the management entity that employs the Network and Equity Homes.

**Position Summary**

The Receptionist position is a full time, non-exempt position, serving Community Impact Network and Equity Homes as the friendly, knowledgeable, and professional face of the organization to staff, board members, vendors, partners, and residents. Serving as the first point of contact at the front desk in the office, the Receptionist will be responsible for the front desk reception area, engaging with guests in the waiting area, meeting rooms, and assisting staff with special projects as needed to ultimately serve the mission and vision.

**Essential Functions**

Essential functions are fundamental job duties. They do not include marginal tasks, which are also performed, but are incidental to the primary functions. The omission of specific statements of duties does not exclude them from the position, if the work is similar, related or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Serve as the Receptionist (both in person and via telephone) for staff, board members, partners, vendors, and visitors.
* Greet guests and callers, answer questions, and direct to appropriate resources or facilities.
* Manage the office mail function including sorting, delivering, and distributing correspondence, mail, faxes, email, and deliveries.
* Complete data entry, filing, research, record retention and data management as requested.
* Assist with the management and maintenance of office supplies and equipment.
* Report issues appropriately to ensure good communication between visitors, partners, and staff.
* Support meetings and events for The Community Impact Network, and Equity Homes, including event setup, greeting, attendance, and clean-up.
* Perform additional duties as assigned.

**Core Competencies**

* Ability to communicate effectively both written and verbally.
* Excellent customer service skills, including active listening and ability to speak to and establish rapport with a wide range of constituents.
* Ability to interpret a variety of instructions furnished in written, verbal, diagram, or in schedule format.
* Ability to multi-task.
* Ability to maintain professional, calm demeanor in a variety of situations.
* Positive, engaging, and a team player attitude.
* Detail oriented with a willingness to learn new skills and techniques.
* Ability to be flexible, adaptive, and positive in a constantly changing environment.

**Recommended Education and Experience**

* High School Diploma or GED
* Minimum of 1 year of previous Receptionist and/or customer service experience.
* Proficiency with Microsoft Office (Word, Excel, PowerPoint)
* Ability to learn additional software applications as necessary
* Experience with Salesforce and OneDrive preferred

**Position Type and Expected Hours of Work**

This is a full-time, office position in a standard office environment. The office is open Monday through Friday, 8 a.m. to 5 p.m. Some work after the normal office hours or on weekends may be necessary from time to time.

**Physical Demands**

This is a sedentary position requiring use of computers, phones, and personal conversations. The constant use of eyes and hands will be required in all environments where work is performed. The incumbent may stand, walk, reach, stoop, climb, lift, carry, and bend occasionally when performing essential job function in the office and at other locations. These activities may include walking through various locations and at activities, operation of common office equipment such as photocopiers, fax machine, mailboxes, or scanner.

**AAP/EEO Statement**

We have a policy of offering equal employment opportunities to all employees and applicants. Specifically, Community Impact Network and Equity Homes does not discriminate in employment opportunities or practices based on race, color, gender, religion, national origin, age, sexual orientation, gender identity, citizenship status, pregnancy, mental or physical disability, veteran status, genetic information, or any other characteristic to the extent prohibited by Federal, state, or local law.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

**Covid-19**

Community Impact Network requires COVID-19 vaccinations for all staff. As a prospective and/or a new employee at Community Impact Network, you will be/are required to comply with the company’s vaccination policy. To be considered “vaccinated” under this policy, the employee must receive all doses recommended by the United States Centers for Disease Control and Prevention (“CDC”) of a COVID-19 vaccine authorized for that purpose by the Federal Drug Administration (“FDA”). Proof of full vaccination is required before the start of employment in order to work at Community Impact Network. Exemptions may be granted on the grounds of religious beliefs or medical circumstances.