



CENTER FOR LEADERSHIP DEVELOPMENT

Cultivating Character / Empowering Youth / Enriching Community

Department	College Prep Institute
Job Title	Receptionist – Saturday Shift
Reports to	Operational Support Specialist

Travel Required: ✓ Local	Type of position: ✓ Part-time, Non-Exempt	Hours: 8am – 4pm ✓ Every Saturday
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GENERAL POSITION DESCRIPTION
The Saturday Receptionist serves visitors or callers by greeting, welcoming, and directing them appropriately, including answering general questions or referring inquiries to others. This position may provide clerical support to Programs, CPI, and others as assigned. The Receptionist takes pride in representing CLD in a professional manner.
ROLES & RESPONSIBILITIES
<ul style="list-style-type: none"> • Greets and assists persons entering the building. • Telephones appropriate staff upon the arrival of guests. • Answers incoming calls, determines the purpose, and forwards calls to appropriate staff or department. • Provides general information to callers and visitors, or directs specific inquiries to appropriate staff. • Maintains knowledge of CLD programs and events to inform callers and visitors • Maintains reception and lobby area in a neat and orderly condition. • Directs students and parents to appropriate program area. • Checks the restrooms at end of the shift for occupants. • Enters completed student registration information in Apricot database, as needed. • Accepts in-person program fee payments and provides receipts as needed. • May perform specialized activities in direct support of the accomplishment of the program objectives and the CLD mission. • Other duties as assigned.
WORK EXPERIENCE AND SKILLS REQUIREMENT
<ul style="list-style-type: none"> • Ability to maintain professionalism. • Desires to help others and provide excellent customer service. • Maintains composure in a fast-paced environment. • Ability to work with minimal supervision. • Prior success at executing projects and achieving results on schedule. • Experience working with youth of diverse backgrounds. • Functional skills with Windows, Microsoft Office. and Monday.com Project Management Software. • Working knowledge of database input and management.



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ATTRIBUTES

- Communicator. Excellent verbal and written communication skills.
- Self-starter. Takes the initiative to not only identify a problem but work to solve it.
- Team player. Works well independently, but recognizes value of working with teams.
- Flexible. Must be willing to learn quickly and respond to changing environment.
- Efficient. Able to multi-task, prioritize and manage multiple projects in a fast-paced, customer-oriented environment while being detailed and highly organized.
- Passion. Must be excited about the CLD mission and the youth we serve.
- Impeccable character.

EDUCATION and/or CERTIFICATION REQUIREMENTS

High School Diploma or six months of related experience.

PHYSICAL REQUIREMENTS/DEMANDS

- Generally sedentary work, remaining in a stationary position for long periods of time. Events do require physical exertion, including lifting boxes and tubs, moving chairs and tables, loading and unloading supplies.
- Must be able to lift up to 25 pounds at times.
- Must have reliable transportation.
- Must be willing to work occasional evenings.

WORK ENVIRONMENT

This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, printers, scanners, laminators, and photocopiers.