



Position Title: Receptionist / Front Desk Ambassador

Reports To: Executive Director

Location: Coleman House – Newton, MA

GENERAL SUMMARY

The Receptionist / Front Desk Ambassador provides general reception services and office support by greeting and assisting visitors, preparing for meetings/events, maintaining office supply inventory and stock, supporting data based tasks for other departments (as determined by the Coleman House ED), and answers the phone. The Receptionist handles incoming and outgoing communications, and serves as an ambassador for 2Life Communities residents and staff. The Receptionist / Front Desk Ambassador is someone who is efficient and comfortable being a member of a team and has the ability to multi-task. The ideal candidate for this job is resourceful, a good problem solver and organized.

ESSENTIAL JOB FUNCTIONS

- Provide a welcoming and supportive atmosphere for residents, guests and visitors entering 2Life Communities and to act as an effective liaison for all those seeking to access information and services.
- Receive and Dispatch Maintenance Department work orders and emergencies to appropriate staff.
- Provide administrative and clerical support for the Executive Director of Coleman House as well as data based assignments for other departments negotiated through the Executive Director. Tasks include, but are not limited to, schedule

and meeting coordination, correspondence, letter and document production and distribution and file maintenance.

- Provide general reception services for Coleman House by answering the telephone and greeting visitors in an upbeat, courteous, and respectful manner.
- Handle all incoming packages and the process for noting package arrivals, including contacting residents to ensure they are notified that a package/mail has arrived for them and it is picked up from the lobby area in a timely manner.
- Maintain inventory of office supplies, including coffee and other refreshment supplies. Track and order supplies as necessary.
- Perform data-entry, documentation, printing and filing duties
- Maintain a proper and user friendly filing and document control system for recording and tracking of all documents relevant to the operation of the front desk.
- Create and maintain useful databases for future tracking of guests, providers, and collaterals who work with and support 2Life Communities.
- Perform some research duties as and when required by 2Life Communities administration.
- Issue Preventive Maintenance (PM) work orders to the Maintenance Staff each morning for completion.
- Assist in annual apartment inspections and REAC, HUD and MHFA inspections as assigned.
- Oversee the copying and distribution of notices to Coleman House residents as required.

OTHER DUTIES AND RESPONSIBILITIES

- Performs additional duties, as assigned.

PREPARATION, KNOWLEDGE, SKILLS AND ABILITIES

- High school diploma.
- Communication skills.
- Experience with Microsoft Office Suite and general computer proficiency.
- Fluent in English. Fluency in Russian is also **required**.

SUPERVISORY RESPONSIBILITY

- No supervisory responsibility.

WORKING CONDITIONS/PHYSICAL DEMANDS

- Frequent sitting, standing, lifting up to 25 lbs., and walking.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

**External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

Qualified candidates should forward a cover letter and resume by email to hrjobs@2lifecommunities.org; by fax to (617) 912-8469, or by mail to Human Resources, 2Life Communities, 30 Wallingford Road, Brighton, MA 02135. For further information about 2Life Communities and its Coleman House, see our website at www.2lifecommunities.org. 2Life Communities is an Equal Opportunity Employer.