



NEW ENGLAND CENTER
AND HOME FOR VETERANS

EDUCATION | SUPPORT | EMPLOYMENT | HOUSING

Position Title: Receptionist, Human Services
Exemption: Non-exempt
Date: June 2021
Department: Corporate Services
Reporting: Vice President, Corporate Services

Job Summary:

This position has primary responsibility for providing efficient administrative support to the Human Services team and coordination with Operations team across Center as necessary. The Administrative Assistant will be the first point of contact for Veterans and visitors to the Human Services office and coordinate across multiple teams on a variety of administrative tasks. He/she will handle the flow of people through the second floor, and proactively administer the day to day processes that support efficient running of the day to day operations. He/she will attend to visitors and building security personnel to ensure efficient and pleasant visitor experiences. As a representative of NECHV, he/she will handle all inquiries in person, over the phone and supply general information and direction regarding the organization to Veterans and visitors. He/she will provide administrative support to the Vice President of Human Services and Vice President of Corporate Services as necessary. He/she must have the ability to interface successfully with all other Departments of the Center.

Responsibilities:

- Act as first point of contact within reception area; greets, screens and directs visitors, Veterans and staff, including checking for appropriate ID badges
- Provide Administrative support on a variety of projects and/or tasks to the Human Services Team
- Acts as point of contact for efficient scheduling of classrooms and meeting rooms, as well as appointments for Veterans
- Works with Intake Process to initiate and coordinate the most efficient processes effectively to ensure best intake experience to Veterans
- Posts absentee staff members daily, including partial day absences
- Attends Operations meetings, Human Services meetings and other as necessary
- Maintains bulletin boards for cleanliness and timeliness/relevance of information
- Receives and directs deliveries appropriately
- Assists with Facilities-related issues for the office, proactively maintaining organization and efficiency of the office and workspaces
- Maintains security protocol by following procedures and monitoring door
- Responsible for maintaining a safe and clean reception area and mini-conference rooms daily
- Assists with special projects as requested



Skills and Experience:

- Bachelor's Degree preferred
- Advanced computer skills; proficient in MS Office with particular focus on calendar Management
- Minimum of two years of administrative or related experience
- Excellent organizational, communication (verbal and written) and listening skills
- Professional and proactive demeanor, welcoming attitude
- Extraordinary work attitude with a Veteran focus

Essential Functions:

- Ability and desire to deliver the highest customer service experience to all internal and external customers
- Ability to multi-task in a fast paced, multi-priority environment
- Proficient in MS Office with ability to quickly adapt to new tools and processes
- Possess the highest level of integrity, confidentiality and discretion
- Proactive and detail oriented with the ability to manage and meet deadlines
- Punctual, dependable and flexible
- Enforce all safety regulations and initiate immediate action to rectify any safety hazards
- Keep the Operations and Human Services Departments informed of safety hazards
- Contribute to incident reports and paperwork generated related to position
- Operate a computer, phone and cellular phone as needed
- Able to sit for extended periods of time to accomplish work and able to navigate 9 flights of stairs
- Maintain and promote a focus on continuous improvement