



**Job Title: Administrative Assistant/Front Desk**

**Job Type: Full – Time**

**Salary Range: \$19.50 per hour**

**Number of Hires for this role: 1**

**About the Urban League Twin Cities (ULTC)**

For more than 90 years, Minnesotans have looked to the Urban League as a source of strength in the community. From employment to education to engagement, the Urban League seeks to help African descendants strive for and achieve economic empowerment and self-sufficiency to build wealth that can be passed down from generation to generation.

We envision a future in which African descendants can be fully engaged, empowered and invested in the success and well-being of the Twin Cities metro area. The Urban League understands that the cultural heritage and assets of people of African descent are a rich resource of creativity, power and beauty.

We believe that a strong and systemic change is needed to transform our communities. The Urban League plays a vital role as advocate and thought leader for issues affecting African descendants in the Twin Cities.

**About the Position**

The Administrative Coordinator is responsible for the successful operation of the front desk lobby area and ensures that callers, clients, guests, vendors, tenants, and ULTC staff receive the highest level of customer service. This position is also responsible for responding to room rental inquiries, and scheduling and tracking rentals of ULTC’s community room spaces. The Administrative Coordinator works along with the facilities manager to ensure that all events have the appropriate setup and are staffed and have staff/security coverage during the event.

The Administrative Coordinator is also responsible for the management of ULTC’s social media accounts, including creating and engaging content across various platforms, analyzing data to measure campaign performance, and actively engaging with the community to build brand awareness and foster customer relationships.

**Primary Duties & Responsibilities**

**Front Desk & Lobby Management (80%)**

- Create a positive first impression of the organization (in point of entry, written, verbal, and electronic communication, and physical environment) by exposing all guests to a warm, friendly, and welcoming environment.
- Swiftly respond to phone calls, in person visitors and guests & emails and quickly determine if should be referral to other community organizations are required.
- Direct callers, visitors and guests appropriately



- Manage the front desk and lobby area by keeping the space tidy and organized
- Accepts messages from clients and guests and forwards appropriately
- Provide guests with information about ULTC programs & services, information on tenant programs and services, and/or other organizations as appropriate.
- Demonstrate professionalism toward fellow employees, tenants, clients, and guests
- Ensure completion of general intake, sign in and security protocols
- Resolve difficult issues regarding clients and/or guest complaints and other matters appropriately.
- Exercise tact, understanding and empathy when addressing the needs/concerns/inquires of internal and external guests/callers.
- Accepts mail and distributes appropriately. Signs for packages and informs appropriate party of delivery.
- Work closely with ULTC directors and managers on updating policies and procedures relating to customer service and client intake procedures
- Train other front desk and/or Resource Center staff including volunteers and interns
- Covers front desk during and after business hours, including weekends and during events if necessary.
- Other duties as assigned

#### **Facility Use & Room Rentals (20%)**

- Respond to room rental inquires by phone, email or in person by answering questions and providing information on cost, policies, procedures, and tours of spaces.
- Accurately communicate room rental procedures and policies to ensure compliance with rental agreement.
- Ensure room availability and upon receipt of deposit, book and confirm by posting on ULTC org calendar.
- Remain point of contact throughout room rental process, by keeping renter updated on status of payments (outstanding) and other details related to their event.
- Secure deposits and payments for room reservations and direct to appropriate staff for processing
- Communicate and confirm date, setup and take down details with facilities manager
- Work with facilities manager to ensure proper staffing for each event as needed.
- Ensure that prevent and post event inspections are completed to determine return of damage deposit or amount of deposit to withhold in cases of damage to space.
- Consult with appropriate staff on any exceptions to policies or practices before confirming rental.



### **Qualifications**

- High School Diploma and/or 1-2 yrs Administrative and/or customer service experience
- 6 mos. to 1yr supervisory experience preferred
- High skill level navigating computer and in database management
- Advanced knowledge of Microsoft Suite (Excel, Word, PowerPoint, Outlook)
- Excellent communication (verbal, written) and interpersonal skills
- Skilled in customer service
- Exceptional decision-making skills
- Highly organized with strong attention to detail
- Able to work independently as well as on teams
- Reliable and punctual
- Able to do high volume of walking