



URBAN MINISTRIES
OF DURHAM

JOB OPPORTUNITY: RECEPTION SERVICE ASSOCIATE

- ❖ Reports to Clothing Closet and Food Pantry Manager
- ❖ Part-time, hourly wage to be negotiated. Position does not include benefits or paid days off.
- ❖ SET weekly schedule of 20 to 24 hours per week.
- ❖ Two Associates will split shifts to ensure coverage of Mon, Wed, Fri from 9am to 6pm; Tue and Thu from 11am to 7pm; Sat from 9am to 2pm.
- ❖ Exact shifts TBD based on availability of both associates.
- ❖ Work will be done at Urban Ministries of Durham in the Resource Center Building at 410 Liberty Street.

Position Summary

The Reception Service Associate is a first point of contact at UMD for clients, donors, volunteers and visitors. The Reception Service Associate offers friendly customer service and fosters a warm, welcoming atmosphere. The associate also handles the majority of administrative and clerical tasks that support UMD's community engagement efforts.

Qualifications and Skills

- 100% dependable/reliable.
- Attention to detail is vitally important.
- Excellent interpersonal skills; highly skilled in greeting visitors and directing them in the appropriate manner. Hands-on experience in giving information to visitors and answering their questions.
- Calm and respectful manner at all times.
- Understanding of the importance for, and ability to set, clear boundaries with clients coming for assistance.
- Fluent with Microsoft Office software and online tools including Gmail.
- Highly organized including ability to prioritize and maintain a neat and orderly work area.
- Able to multi-task.
- Excellent time management.
- Able to deal with frequent changes and unexpected events including problem solving.
- Proficient with English grammar and punctuation suitable for business correspondence and professional verbal communication.
- Spanish language skills desirable.
- Committed to the highest standards of service and professionalism and to UMD's core values of respect, accountability and collaboration.

Key Responsibilities (include but are not limited to):

- Provide welcome and resource assistance to those coming to UMD for aid.
- Receive and help visitors to UMD.
- Maintain presence in the lobby so that you are available when someone comes to the door. For example, secure food donations in the pantry, but don't spend time weighing food in unless the donor needs a weight right away.
- Answer phones on rollover from shelter front desk and direct phone calls to appropriate staff or take messages.
- Manage donations while on duty, 1) receiving and securing useful donations and offering a receipt and 2) redirecting any donations that we don't wish to receive without offending the donor. Provide donation tax receipt and collect donor contact information.
- Maintain a professional atmosphere in the lobby by 1) asking clients and others not to use the lobby as a place to hang out; 2) keeping bookshelves neat and 3) working with staff and volunteers to keep lobby clean and free of clutter.
- Maintain community resource sheets with updated information. Ensure there are adequate copies available for clients who come in need of services UMD does not provide.
- Assist with data entry as needed.
- Welcome meal groups and work with each group to ensure each person signs in on Volunteer Sign-In Form.
- Confirm meal groups one week in advance by phone or email.
- Prepare Community Kitchen Volunteer Sign-in Sheets for each group.
- Direct clients, donors, volunteers and other guests to appropriate location for events and meetings.
- Prepare weekly: Special Event groups and email to relevant staff.
- Speak with and screen all candidates who approach UMD about performing court-ordered community service and provide required documentation to Director of Community Engagement who will set up appropriate candidates to perform their required hours at UMD. Prepare final letter when hours have been completed.
- Other tasks as requested by the Clothing Closet and Food Pantry Manager and/or the Director of Community Engagement.

To apply, must submit (1) cover letter (2) resume (3) work availability as per position requirements noted above to Manager of Food Pantry and Clothing Closet, Brittany Glenn-Steiner at bglenn-steiner@umdurham.org. **NO calls. Only qualified candidates will be contacted.**