



## FRONT DESK COORDINATOR JOB DESCRIPTION

### I. ORGANIZATION OVERVIEW

**College Bound Dorchester, formerly known as Federated Dorchester Neighborhood Houses, has been serving the community of Dorchester since 1965. Although the organization's name has changed its commitment to supporting positive change in Dorchester remains resolute.**

Everyday College Bound Dorchester's educators work with diverse populations between 3 months to 80 years of age, including at-risk youth, newly arrived immigrants and families struggling to provide educational support to their children. In each program, College Bound Dorchester provides educational services to the underserved and lays the foundation for future academic, economic and social success. By providing a continuum of services, College Bound Dorchester ensures that no student gets lost on their path to higher education and that all students have the tools to realize their goals. This work has the ability to not only increase the number of college graduates in Dorchester, but to also shift the community's mindset about college. This shift, from one of limited possibilities to one of high aspirations for all, will ultimately have transformative impact on the community's socio-economic development.

With an annual budget of \$5.6 million and a staff of 90, College Bound Dorchester annually serves over 1,000 children, youth and adults.

**II. JOB TITLE:** Front Desk Coordinator (Part time)  
**REPORTS TO:** Chief Financial Officer

### III. POSITION OVERVIEW

The Part-Time Front Desk Coordinator will support the Chief Financial Officer in reception services, office/ building management, and administrative services to all of College Bound Dorchester's departments.

### IV. DUTIES AND RESPONSIBILITIES

- Answer phones in a professional manner, screen and direct calls and referrals to appropriate people.
- Ensure building security by covering front desk at all times when the building is open. Greet and assist visitors as they sign in and out. Keep reception area presentable and free from unnecessary traffic.
- Provide administrative support for programs including data entry for attendance, intake, and reassessment.



- Assist Chief Financial Officer's activities including billing, mailings, outgoing calls, event planning, filing, faxing, ordering and other tasks as needed.
- Submit and track work orders to Facility Manager.
- Take action to resolve facility or office problems and if necessary, referring to Facility Manager, equipment companies, or service contractors.
- Serve as the central point of contact to the organization by maintaining, updating, and providing information regarding programs and procedures at the front desk.
- Maintain all office equipment and office supplies for the site.
- Submit check requests (with necessary invoices or receipts) for building supplies and equipment and office supplies for all programs within the building.
- Train front desk help as needed; design training materials if necessary.

#### **V. QUALIFICATIONS AND SKILLS**

- High school diploma or GED;
- Pleasant telephone manner;
- Good organizational skills
- Understanding of the community and customer;
- Ability to work as a team member
- Attention to detail/accuracy;
- Spanish and/or Cape Verdean Creole is preferred.

#### **VI. SALARY AND HOURS**

Hours will be Monday, Wednesday and Friday 2pm-5pm, and additional hours may be available depending on need. Hourly rate: \$10/hr.

**Please email a resume and cover letter, outlining how skills and experience will support the work of College Bound Dorchester. Send resumes to Sherrie Waller at [swaller@collegebounddorchester.org](mailto:swaller@collegebounddorchester.org) with subject line "Front Desk Coordinator."**