



of Metro Denver

Job Title: Front Desk Receptionist, Part Time
Reports to: Senior Director of Center Programs
Hours: 25 hours per week, Monday – Friday from 1:30pm to 6:30pm year-round
Pay Range: \$20-\$23 an hour
Location: Girls Inc. Of Metro Denver, 1499 Julian Street, Denver, CO

Do you love welcoming people to leave a great first impression? Are you organized, comfortable on a computer, and enjoy working in a fun environment? Join Girls Inc. of Metro Denver team! We are seeking an energetic and friendly individual to support our Programs by warmly welcoming our community, girls and guests. You will be a part of the team that helps ignite sparks of empowerment, shaping a generation of unstoppable young women.

Ready to join our league of strong, smart, and bold team members and illuminate the future for girls in Metro Denver? Your exceptional skills and unwavering dedication will carve a legacy of awe-inspiring, unstoppable young women who will shape the world of tomorrow. Apply now and be part of a dynamic journey with Girls Inc. Metro Denver.

Position Summary:

Embark on a thrilling adventure where you will make a profound impact! As part of our dynamic team, you will have the opportunity to join the team as our Center receptionist. In this role you will support the administration, data, and coordination of Girls Inc. of Metro Denver's Programs while providing excellent customer service support for girls, families, partners, and community members. This role will be the front desk management and support and daily meal service programs for girls. You will assist with welcoming and greeting all guests, support daily routes and includes front desk management, meal service program, assist with volunteer coordination, billing and invoices, data entry and maintenance.

Administrative/Front Desk (50% of position):

- Provide warm and welcoming hospitality to all guests entering Girls Inc. Of Metro Denver.
- Maintain an organized, neat, and tidy front desk and main lobby.
- Direct inquiries and guests to appropriate staff member or program.
- Oversee girls' check in (arrival) and check out (departure) from GIMD's Center.
- Answer phones and redirect calls as needed.
- Promptly handle and process incoming and outgoing mail and packages daily.
- Support families to fill out and submit registration and membership paperwork.
- Disseminate program information to members and their families and constituents.
- Assist Program Managers, Directors and other program staff with prompt written and phone correspondence.
- Provide verbal and written translation for families, callers, and guests who prefer to communicate in Spanish.
- Work with the Manager of Volunteer Programs to coordinate/evaluate front desk volunteers.
- Support High School internship program including girl feedback and project coordination.
- Assist parents and guests with general program questions in English and Spanish.
- Support the Manager of Elementary and Middle School Programs to oversee van routes, schedules, vehicle check out, and parent communication (Talking Points).
- Overseeing Sick Bay protocols: checking temps and general first aid.



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- Support program staff with administrative duties as needed; including but not limited to the order or purchase of program supplies, copy program materials, complete mailings, or other program administrative needs.

Data Entry & Data Maintenance (40% of position):

- Support and maintain accurate GIMD member records in the Compass 360 database and any paper files, including pulling weekly, monthly and annual data reports.
- Support and maintain billing records and Programs invoicing.

Organizational Support (10%)

- Serve as support and backup for program related needs; including but not limited to supervising girls, meal distribution, homework help or free time, drive a van route for a van driver who is absent.
- Attend all Girls Inc. of Metro Denver staff meetings and program trainings, as needed.
- Participate in special events such as open houses, fundraisers, etc.
- Daily cleaning and supply stocking of front desk and lobby area.
- Support girls' safety through relevant front-desk activities and ensure compliance with GIMD's safety/security policies and practices.
- Other duties as assigned.

Required Skills/Abilities:

- **Cultural Competence:** Has an appreciation for diverse populations, cultures, and economic experiences. Exhibits commitment to social justice values and anti-oppression analysis. Demonstrates a commitment to the positive parameters of GIMD's professional behaviors
- **Professional Assets:** Critical thinking and a belief that we can all learn from failure and improve outcomes through reflection. Flexibility with a higher tolerance for uncertainty and fast-pace that comes from working in a youth-centered space. Self-starter skills with willingness to find solutions rather than wait for direction. Values collaboration and supporting colleagues to advance GIMD's mission. Curiosity and ability to make generous assumptions about themselves and others.

Education/Experience:

- High School Diploma or GED equivalent
- Customer service experience.
- Experience working with youth, diverse populations, cultures and economic experiences.

Qualifications:

- Comfort navigating Microsoft Suite, databases and billing systems.
- Language fluency in English and Spanish required.

Benefits: Part-time Girls Inc. Of Metro Denver employees are eligible for the following benefits:

- Access to professional development funds
- Generous holiday schedule
- Accrued PTO and sick time
- Access to a monthly cell phone reimbursement stipend



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Application Requirements:

- How to apply: Please complete the application form, which includes uploading your resume, at <https://forms.gle/Gb8E6dhQkn6sgdGT6> (case sensitive.) No cover letter needed. No phone calls, please.