

# eliminating racism empowering women

# ywca

## Central Massachusetts

Position:	Front Desk Receptionist – Every other Saturday and Sunday 2:00pm to 10:00pm
Accountability:	Front Desk Supervisor
Availability:	immediate
Location:	Worcester
CORI Required:	No

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### **About the YWCA Central Massachusetts**

For more than 125 years, the YWCA Central Massachusetts has served as a life-long positive force for women and girls, their families and communities. By leveraging the reach, power and passion of our members and supporters, we have created lasting change.

The YWCA Central Massachusetts offers a wide range of programs, including early education & care; domestic violence services; career assistance; healthy lifestyle promotion. Our services strengthen women and girls in the community, helping them to realize their full potential.

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### **General Function:**

Provides support for the overall operations of the Association which promotes the highest quality of customer service for members, participants and the public in a profession/confidential manner.

### **Responsibilities:**

- Operates switchboard and intercom system. Handles all incoming and outgoing calls, page staff and residents, logs long distance calls, and accepts and relays accurate and clearly defined messages.
- Greets and directs public to various locations and meetings in the building.
- Provides information to public regarding programs, workshops, membership, parking and other relevant procedures.
- Provides program and membership information to the public, conducts tours, closes sales, processes contracts and registers program participants.
- Serves as cashier for the Association. Accepts and records all monies related to programs/services, annual fund, memberships and miscellaneous. Disburses and replenishes funds for vending machines. Prepares and balances end-of-shift tally for all front desk transactions.
- Acts as lobby/facility monitor, keeping alert to any unusual people or occurrences; responds to alarms/activates security procedures by notifying appropriate personnel.
- Inputs required information into the computer.
- Sorts and distributes daily mail; processes outgoing mail; receives and signs for vendor supplies and resident packages; makes payments on shipments when necessary.
- Provides applications/information for anyone seeking employment or residency.
- Disburses paychecks and any other pertinent information to YWCA staff.
- Performs other duties as requested.

**Qualifications:**

- High School Diploma or equivalent
  - 1 years related experience
  - Computer literate, with working knowledge of Microsoft Office products
  - Must be able to work well independently and in a team environment
  - Detail-orientated, organized and self motivated.
  - Excellent communication, people and customer service skills
  - Ability to prioritize and effectively handle multiple tasks
  - Self-starter with strong organizational skills
  - Ability to be at work on time and as scheduled
  - Bilingual in Spanish is a plus
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**How to apply:**

If you are interested in applying for the above position please send resume to:

Email: [HR@ywcacentralmass.org](mailto:HR@ywcacentralmass.org)

Fax: Human Resources at 508-754-0496

Mail: YWCA Central Massachusetts  
Attn: Director of Human Resources  
1 Salem Square  
Worcester, MA 01608-2090

The YWCA Central Massachusetts is an Affirmative Action/Equal Opportunity Employer.