



Employment Opportunity:

# FRONT DESK ADMINISTRATOR

## OVERVIEW

The Front Desk Administrator is a valuable member of the Philanthropy team and essential to the daily operations of the Wayne Office. This position supports First Step's mission by ensuring staff, clients, and other visitors are tended to, well-supported, and that the office maintains high functionality and accessibility. They will have daily interactions with survivors of domestic and sexual violence. The Wayne Front Desk Admin also plays a special role in community resource stewardship and management.

First Step provides comprehensive training and supervision to all employees. Opportunities for career growth and exploring other interests like public speaking, grant writing, policy development, social action, strategic planning, board oversight, fundraising, event planning, etc.

First Step works hard to create a workplace that is dynamic. We encourage people with diverse identities and experiences who are excited about equity and social justice to apply.

**LOCATION:**  
Wayne Office

**REPORTS TO:**  
Community Engagement &  
Volunteer Program Coordinator

**POSITION TYPE:**  
Full-time, 37.5 hours/week, hourly pay

**PAY RANGE:**  
\$16-\$17/hour

**SCHEDULE:**  
Monday through Friday; 9 AM – 5 PM

**START DATE:**  
Immediate

**TO APPLY:** <http://www.firststep-mi.org/careers/job-application/>

*No phone calls or emails, please.*

## RESPONSIBILITIES

- Provide support, coordination and be the point of contact for all visitors; properly screen visitors before permitting entry and be comfortable turning away inappropriate visitors; create a warm and welcoming environment
- Answer office phone and doors, follow-up with voicemails and emails, greet visitors, ensure mail, alerts, announcements, and messages get to appropriate staff
- Update and keep community resource contacts and materials current; support others with accessing agency materials and information
- Oversee front desk volunteers and on-site projects: Establish training and shift schedule, assign/distribute workload, collect timesheets, help coordinate groups
- Assist in recognizing donor-giving opportunities; be comfortable accepting or denying donations; process and organize donations
- Assist with office administrative duties and operational support such as document management, monthly supply ordering, filing, data entry, etc.
- Attend all scheduled team, staff, and in-service meetings
- Support and carry out First Step's mission, vision, and values
- Support Philanthropy team during peak donation and event times; Support other staff, programs, and events, as needed

## QUALIFICATIONS

- High School Diploma or equivalent; multi-lingual, experience in nonprofit fundraising and administration a strong plus
- Customer service oriented; empathetic and client-centered; calm and welcoming demeanor
- Able to maintain high level of confidentiality with sensitive information at all times; capable of handling crisis effectively
- Experience working effectively with people from diverse racial, economic, and cultural backgrounds; strong interpersonal skills
- Understanding of issues related to domestic and sexual violence
- Excellent organizational skills and attention to detail, strong oral and written communication skills, computer skills, including database management and Microsoft Office, and keen eye for creative design. Experience in Canva a plus
- Self-motivated with ability to work independently and with supervision or a team; Ability to multi-task and manage multiple on-going projects at the same time
- Ability to lift 30 pounds on occasion

## REQUIREMENTS

Must be at least 18 years old and satisfy criminal background checks, DHHS child abuse registry check, sex offender registry check, driving check. Must have and maintain a valid MI driver's license, excellent driving record, reliable transportation, and current auto insurance. These requirements will be re-checked throughout employment.

## BENEFITS

Agency provided health, dental, optical insurance after 60 days. Agency provided Life and LTD insurance after 60 days. EAP. Voluntary insurance benefits and Dependent Care FSA available after 60 days. Employer contribution to 401k. Annual PTO and floating holidays. Accrued paid flex time. Agency Closure Days off with pay.