



ESTABLISHED IN 1968

# INQUILINOS BORICUAS EN ACCIÓN, INC

**POSITION:**        **RECEPTIONIST/CLERK (Full-time)**

**DEADLINE:**      **RESUME AND COVER LETTER MUST BE RECEIVED NO LATER THAN February 26, 2010**

**OUR HISTORY:** Inquilinos Boricuas en Acción (IBA) is a dynamic community building agency in the South End dedicated to increasing the social and economic power of individuals and families through education, economic development, technology and arts programming that builds safe, vibrant and culturally diverse affordable housing communities.

## **JOB SUMMARY:**

The Receptionist is responsible for the professional and efficient managing of visitors, telephone calls and messages, as well as a variety of clerical duties that support the administration across the agency. As such the receptionist must be a professional with strong customer service training. The receptionist is responsible for receiving, tracking, solving and handling all incoming and outgoing calls and mail.

## **ESSENTIAL FUNCTIONS AND RESPONSABILITIES:**

1. Ensures knowledge of staff whereabouts and maintains accurate and complete sign-in/sign-out procedures for on-site staff and visitors.
2. Notifies supervisors, within 30 minutes of daily start time, regarding staff absences/delays; or any other updates.
3. Promptly, accurately, professionally and courteously receives 100% of all telephone calls and visitors.
4. Promptly, accurately, professionally and courteously assesses 100% of received calls/inquiries and directs and/or records and relays messages; does not leave caller on hold for longer than 20 seconds.
5. Adept at using all features of the telephone system and voice mail.
6. When on duty, ensures the reception station is staffed 100% of the time.
7. Prepares and processes 100% of outgoing mail to include: accurate weighing; coding; sorting; affixing postage; properly addressing; and preparing certified/overnight/return receipt mail.
8. Opens mail and maintain log of all incoming mail every day, as applicable, delivered mail and sorts into appropriate mailbox or folders for distribution
9. Signs for deliveries when necessary and notifies recipients.
10. Ensures that common areas are equipped with office supplies as needed
11. Ensures that the waiting area is up to date with reading materials, agency brochures and current periodicals
12. Keeps immediate supervisor well-informed of activities, results of efforts and problems identified/potential problems; recommends corrective actions to immediate supervisor.
13. When requested, assist in preparing staff meeting and trainings.
14. Maintain filing system for other documents as requested.
15. As needed, assists with clerical tasks to include typing, filing, proofreading, and maintenance of service logs and data entry.
16. Respects confidentiality in discussing visitor, participant, staff, volunteers and organizational matters.
17. Maintains confidentiality of organization fiscal and personnel related information.
18. Exhibits genuine concern for participants and always conducts oneself appropriately and professionally.
19. Develops and maintains comprehensive knowledge of community resources; provides information, referrals and follow-up as needed.
20. Assists in other duties as needed and directed.
21. Report to work regularly and on time.
22. Excellent verbal and written communication skills required.

## **GENERAL COMPETENCIES REQUIREMENTS:**

1. Demonstrate attention to detail
2. Identifies and resolves problems in a timely manner
3. Maintain confidentially
4. Demonstrates a positive and productive attitude
5. Speaks clearly: listens and gets clarification

6. Able to interpret written information
7. Prioritizes and plans work activities
8. Able to deal with frequent changes, delays, or unexpected events
9. Courteous reception of visitors.
10. Professional appearance: grooming and dress consistent with desired high- quality corporate image.
11. Ability to multi-task and handle a high pressure environment with timeline pressures.
12. Good moral character, mature judgment and a strong sense of responsibility and dedication.
13. Highly positive and enthusiastic style capable of motivating others.
14. Bilingual (English/Spanish) required.

**QUALIFICATIONS:**

**Education and/or Experience:**

- High School Diploma or General Education Degree (GED)
- Related experience and/or training in offices management

**Computer Skills:**

- To perform this job successfully an individual must have knowledge of: Internet Explorer; Microsoft Outlook; Microsoft Excel; Microsoft Word; Windows Operation System.

Please send or email your cover letter and resume to:

Ileana Lanzo  
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