



JOB DESCRIPTION

Job Title: Receptionist

Organization Segment: Young Americans Bank

Reports to: SVP / Bank

Status: Hourly/Non Exempt

Position Summary:

First point of contact for all customers, students, teachers, board members, donors, and any other visitors that come into the building. A professional and welcoming demeanor is necessary. Responsible for accurately placing, answering calls, directing calls, and locating personnel within Headquarters, and the Belmar facility; welcoming and directing visitors. Position is also responsible for performing a variety of other tasks including the creation of a variety of documents and receiving, stamping, and sorting of incoming mail and packages.

Position Responsibilities:

Receptionist:

- Responsible for promptly and efficiently answering and directing calls in a timely and accurate manner.
- Checks switchboard in the a.m. left from the night service and directs to appropriate party.
- Operates console telephone features to perform functions as call forwarding, transferring the caller directly to the voice mail system or, on occasion, taking written messages.
- Provides routine information to teachers (school date, arrival time, etc.) and others (summer camps, money matters classes, etc.) as needed.
- Broad organizational knowledge and cross selling of programs.
- Greets visitors in a friendly manner assuring prompt service and contacts the appropriate personnel on their arrival.
- Maintains and monitors a “Who’s Where” list to insure of all staff whereabouts.
- Maintains a “watchful” eye of everyone entering the building (bank customers, visitors, schools, maintenance workers, and delivery persons).
- Monitors security cameras.
- Effectively utilize Teams for communication.
- Maintain a neat and organized desk.

Bank:

- Provides routine information to bank customers (balances, bank hours, locations, etc.)
- Perform basic telephone transactions such as telephone transfers, debit card maintenance, online banking maintenance, etc.
- Review OFAC list for potential matches.
- Overdraft account review and letters, while maintaining proper log.
- Process returned bank mail and contact customers when necessary.

- Successfully complete annual bank compliance training.
- Responsible for closing bank gate at the end of the day if all customers have left.

Facilities/Administration:

- Sort incoming mail, date stamps, and deliver to appropriate individuals.
- Accepts and signs for all packages delivered (to be placed in the copy room).
- Manage reservations and calendars for use of the Boardroom and YouthBiz Lab.
- Widespread support of all departments within the organization.
- Assist in facilitating and communicating with vendors.
- Coordinate food and refreshments for various meetings.
- Logs in donations (checks) in proper log for audit purposes.
- Types various reports and memos as needed.
- Runs postage for the different companies within the building.
- Sends and retrieves faxes.
- Instructs bus drivers where to park and furnishes maps when necessary.
- Notifies Facilities Management of any building issues.
- Notifies SVP of any security issues.
- Prepares weekly building calendar for classrooms and building events for display at the front desk.
- Monitors all workers in the building and gives them proper identification.
- Assists with mass mailings.
- Maintain a neat and well stocked copy room.
- Order supplies for all departments.
- For security purposes, communicates to staff or others via walkie-talkie if necessary.
- Assists others in performing a variety of administrative duties and special projects.
- Assist all teams with various tasks as needed.
- Performs other duties as assigned.

Essential Knowledge, Skills, Abilities:

- Ability to work independently.
- Ability to work effectively under pressure to meet tight deadlines.
- Knowledge of office practices and procedures.
- Knowledge of a variety of software systems and their appropriateness to Young Americans operations.
- Operation of a telephone console.
- Excellent business English, spelling, and grammar aptitude.
- Aptitude with office equipment, phones, PC, email, etc.
- Understand and follow oral and written instructions.
- Ability to multi-task.
- Calm demeanor.
- Ability to remember names/locations of individuals in the company.
- Excellent customer experience skills.

- Ability to determine and set priorities.
- Ability to communicate effectively, both orally and in writing.
- Good judgment, tact, discretion and initiative.

Education and Experience:

- Experience in operating a switchboard and performing other clerical related duties.
- Exceptional communication and computer skills, well organized, and meticulous with details.
- Non-profit experience and/or banking experience desirable.

Material and Equipment Directly Used

- Windows compatible personal computer using Word, Excel, Outlook, PowerPoint, Adobe InDesign, Cleartouch and data base, scanning, and other software.
- Copier
- Fax machine
- Telephone
- Postage Machine

The above describes the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of essential functions, responsibilities, or requirements.

Compensation/Benefits:

The hourly rate for this position ranges from \$21.00 up to \$24.00, which is equivalent to an annual range of \$32,760 - \$49,920 per year, payable in accordance with our standard payroll practices and subject to applicable withholding taxes. The position is classified as full-time and hourly (non-exempt). The hourly rate will be commensurate with skill level and applicable experience.

Medical, Vision and Dental Insurance: Employee cost is 10% of the employee-only premium per month. In addition, we cover 67% of additional cost for spouse and/or family if elected by employee, remaining 33% is paid by the employee per month.

We offer short-term disability, group term life, accidental death-dismemberment life insurance and long-term disability insurance at no cost to the employee.

401(k) Plan: Young Americans matches 25% of the employee contribution based on IRS plan limits. Company match is fully vested immediately.

Initially have 120 hours PTO (Paid Time Off) with 48 hours of additional Sick Leave and 11 paid holidays.

Please submit resume and cover letter to Vicky Aragon at varagon@yacenter.org. Applications will be on-going until the position is filled.
Reviewed: June 2025