

The Glades Initiative is hiring!

Do you enjoy working with people? We are looking for someone at our Front Desk. If you have excellent customer service skills, enjoy multi-tasking and have meticulous attention to details, you might be a good fit!

Position: Front Desk Assistant

Agency: The Glades Initiative, Inc.

Description:

This position is responsible for the professional and efficient managing of visitors, consumers, telephone calls and taking messages, as well as a variety of clerical duties that support consumer services, information and referral and the operation and presentation of a professional office

Basic duties include:

- Customer service:
- Promptly accurately, professionally and courteously receives 100% of all telephone calls and visitors.
- Promptly, accurately, professionally and courteously assesses 100% of received calls/inquiries and directs and/or records and relays messages
- Ensures knowledge of staff whereabouts and maintains accurate and complete sign-in/sign-out procedures for on-site staff and consumers
- Adept at using all features of the telephone system and voice mail.
- Assists with data collection and program activities
- Assists with administrative and office functions.
- Provides program support to the organization
- Other duties as assigned.

Requirements: The ideal candidate will have experience in customer service, attention to detail, and ability to multi-task while meeting deadlines; Requires being PC Proficient (Excel, Word); Must be able to juggle multiple competing tasks and priorities; Valid Florida driver's license, automobile insurance and reliable automobile; Able to communicate with clients, families and staff from community agencies and engender cooperation from same; Bilingual proficiency is preferred. Prefer knowledge of community service organizations in the Glades area; Prefer 2-4 years of experience in customer service or health and human service work.

Benefits: Compensation is \$12-\$15 per hour depending on experience, benefit package and 401k retirement program. EOE. Position is full-time 8 am – 5 pm

How to apply: Please email resume and cover letter in an email- titled Front Desk Position to jobs@gladesinitiative.org