

Job Title: Front Desk Coordinator
Supervisor: Senior Director of Programs
Job Status: Non-Exempt/Full Time
Job Hours: 35 hours per week (M-F, 9AM-5PM)
Location: Midtown Manhattan
Compensation: Commensurate with Experience

About Encore: How have you impacted someone's life today? At Encore Community Services, our teams are dedicated to supporting the lives of older New Yorkers so that they may live with dignity and decency in a safe and caring environment. For over 40 years, Encore Community Services has provided care to the elderly of the Clinton, Times Square, and Midtown communities. Encore provides a comprehensive array of programs for older New Yorkers including supportive and affordable housing, home delivered and sit down meals, case assistance, education, recreation, and friendly visiting. The organization takes a "no wrong door approach" to ensure Seniors are able to access all of their neighborhood and other entitled resources so they may age in place comfortably for as long as possible. Encore is at an exciting inflection point in its development. The organization is working to build off a rich history to deepen its services and scale the work of giving back to seniors. Encore is keenly aware that the demographics of Older New Yorkers is rapidly evolving. Therefore, Encore must also evolve to ensure the health, mental health, and economic stability of New York's diverse and vibrant senior community.

About Position: The Front Desk Coordinator will be an integral member of our Senior Center programs and services joining meal deliverers, social workers, numerous volunteers who serve our members each day. Reporting to our Senior Director of Programs who oversees our senior center programs and services, the Front Desk Coordinator will have primary responsibility for assisting with all administrative, customer service and operational functions of our Senior Center, Pantry and Shop and Escort program. This position does require the ability to stand for a period of time and lift 20lbs. The ideal candidate must be energetic, friendly and professional while being able to manage multiple tasks in a fast-paced environment.

Benefits: This position is a full-time position with benefits that include medical insurance (with Employee contribution), Dental, Visions, generous paid time off (vacation, personal days, sick days and earned floating holidays), 403(b) with 5% Employer Match after a year of employment, Flexible Spending Account, Dependent Care and transit benefits.

Job Responsibilities:

- Greet senior members, volunteers and staff in a courteous and friendly manner.
- Interface daily with members providing excellent customer service, fielding questions and responding to member needs.
- Welcome and orient new members and ensure accurate documentation of new membership applications in databases.
- Maintain and input accurate information and data in appropriate databases about members, schedules and volunteers for tracking and program evaluation.
- Screen and triage calls, arrange appointments and referrals.

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- Maintain appropriate files and records.
- Take clear and concise phone messages.
- Complete member enrollment for new seniors.
- Keep front desk area neat and tidy at all times.
- Distribute mail and handle routine correspondences such as newsletter distribution.
- Assist with Pantry and Shop and Escort Services.
- Assist with Senior Center events and activities.
- Report any incident or accident pertaining to clients to supervisor.
- Providing socialization and companionship.
- Upkeep of Senior Center pantry and other Escort related supplies.
- Carry out other duties as assigned.

Job Qualifications:

- High school diploma or equivalent;
- Ability to stand for a period of time and lift up to 20lbs;
- Office Management experience;
- Bilingual Required – Spanish or Mandarin preferred;
- Good organizational skills and ability to multi-task;
- Computer Skills, Data Entry;
- Ability to communicate well with people in personal contacts and on the phone;
- Must have a neat and friendly appearance;
- Strong reading skills and ability to create and navigate written instructions and lists required;
- Demonstrated customer service experience preferred;
- Strong verbal communication; interpersonal skills and ability to work as part of a team;
- A sense of compassion, understanding and empathy for the elderly population;
- Ability to maintain confidentiality;
- Some occasional weekend and evening work may be necessary.

How to apply: Qualified applicants should email your Resume and Cover Letter to jobs@encorenyc.org. In the subject line, please indicate “**Front Desk Coordinator**”

All new hires must be vaccinated against the COVID-19 virus, unless they have been granted a reasonable accommodation for religion or disability. If you are offered employment, this requirement must be met by your date of hire, unless a reasonable accommodation for exemption is received and approved by Encore Community Services.

Due to the high volume of applicants, only qualified candidates will be contacted. No phone calls please. Encore Community Services is an equal opportunity employer and does not discriminate on the basis of race, color, gender, socio-economic status, marital status, national or ethnic origin, age, religion or creed, disability, or political or sexual orientation. Reasonable accommodations may be made to enable individuals with disabilities as defined by the ADA to perform the essential functions of the job.