

# Fostering an Equitable, Engaged, Empowered Community



## CAREER OPPORTUNITY:

### Front Desk Coordinator

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| Position Posted: 4/27/2021 | Application Deadline: 5/11/2021 |
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- To apply, please send a cover letter and resume to [careers@unitedwaydm.org](mailto:careers@unitedwaydm.org)
- For more organizational information, please visit [www.unitedwaydm.org](http://www.unitedwaydm.org)

### Position Summary

United Way of Central Iowa is seeking at Front Desk Coordinator to be the front desk “ambassador” for United Way of Central Iowa’s office visitors and callers to the organization. In addition to reception and other light administrative duties, this position is the first point of contact for inquiries and coordinating reservations for the building’s conference center for agencies at the United Way of Central Iowa Human Service Campus and other community nonprofits. Other duties include the daily processing of incoming and outgoing mail including totaling checks and other payables that come through the mail for the finance department. The person in this role will have an innate ability to be professional, organized, responsive, a customer service enthusiast who enjoys interacting with individuals from all walks of life and the ability the to build positive relationships.

The ideal candidate for this role will have experience with running a front desk, some general administrative duties, working on computers, knowledge of Microsoft Word and Excel, using a calculator and proven success with multi-tasking work. This is an important position as it often acts as the first representative of our staff and our organization to the general public. Passion for the organization’s work and mission is necessary to be successful in this role. This position reports to the Human Resources Director and is a regular full-time position, working Monday through Friday, 8:00 a.m. to 5:00 p.m. Starting salary range is \$15 - 16.00 per hour,

### Why choose United Way of Central Iowa?

United Way of Central Iowa is an established and highly respected nonprofit in the Central Iowa area and the United Way Worldwide network. Employees at UWCI have a passion for the organization’s mission and community impact work and strive to create a positive, inclusive, and welcoming work environment. Our Core Values of Compassion, Integrity, Community Engagement, Responsiveness and Striving for Excellence is the foundation for how we do our work and to reach our aspiration to “Engage Community to Empower All.” In addition to a competitive salary and robust benefits package including health insurance, a dental plan, 401(k) with match and paid life insurance, we offer the following:

- Generous paid vacation plan, holidays, a personal holiday, and sick time

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- Paid volunteer time off
- Convenient central Des Moines location with free parking
- Free, newly remodeled on-site fitness center
- Tuition Assistance
- Commitment to employee professional development
- Fostering diversity and inclusion initiatives
- Fun monthly opportunities for employees to build camaraderie
- Wellness initiatives

## Essential Accountabilities Include (but not limited to):

- Greets, directs, and answers general inquiries for clients and visitors of United Way of Central Iowa in person or via the telephone.
- Ensures front desk is staffed at all times and with the assistance of administrative specialists as needed.
- Manages the conference room reservation system for the human service campus and United Way conference rooms by receiving, coordinating, and confirming requests for meeting space.
- Analyzes conference room logistics and proactively trouble-shoots or problem-solves issues with the Building Engineer who assists with conference rooms set up.
- Processes outgoing and incoming mail for distribution.
- Prepares and distributes daily schedule of meetings for human service campus
- Assist financial team with compiling incoming checks and cash in preparation for deposits. This includes endorsing, totaling, and copying checks in preparation to deliver to accounts receivable.
- Maintains and updates employee and building occupants contact lists and other assigned information as directed by contacting appropriate organizations or individuals to secure necessary information. Distributes updated lists as applicable.
- Fosters organizational teamwork by assisting administrative specialists or other department's work for general administrative assistance as requested.
- Performs other duties as assigned by the HR Director.
- Aligns behavior and work with the UWCI Code of Ethics and Organizational Values.

## Competencies/Experience:

- **Customer Oriented:** Ability to serve clients (both external and internal) from diverse backgrounds and perspectives by focusing effort on meeting their needs, concerns, and seeking to build trust.
- **Relationship Building:** Ability to establish and maintain a good rapport and relationships with customers and coworkers.
- **Cultural Competence:** Ability to understand, appreciate and interact with people from cultures or belief systems different from one's own
- **Communication skills – Oral:** Ability to send tactful and appropriate verbal messages and listen to others' responses to understand and convey information.
- **Accurate:** Ability to produce error-free work and consistently meet quality objectives.
- **Adaptability:** Ability to adapt to changing workplace conditions.

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- **Detail Oriented:** Ability to pay meticulous attention all aspects of a situation or task.
  - **Problem solving:** Ability to recognize courses of action that can be taken to handle problems or potential problems and apply contingency plans to solve those problems.
  - **Autonomy:** Self-directed in completing work and ability the complete assigned tasks with little or no oversight.
  - **Organized:** Ability to be structured and methodical in working skills.
  - **Time management:** Ability to effectively use available time for the completion of necessary job tasks.

## **Experience:**

- Two to three years' experience in an office environment providing administrative and/or front desk support. Customer service experience and reserving meetings rooms a plus.
- Experience with computers and Microsoft Word and Excel applications.

## **Education:**

- High School diploma or equivalent

United Way is an equal opportunity organization and all qualified applicants for employment or contract assignments will receive consideration for employment without regard to race, religion, skin color, gender, national origin, ethnicity, sexual orientation, gender identity, physical or mental abilities, genetic information, pregnancy, disability, age, family or marital status, veteran status or other characteristic protected by applicable. United Way of Central Iowa will consider qualified candidates with criminal histories in a manner consistent with the role requirements and any applicable local, state, and Federal law.

If you are a job seeker with a disability, or are assisting someone with a disability, and require accessibility assistance or an accommodation to apply for one of our jobs, please call 515-246-6516.