



777 Tenth Avenue, New York, NY 10019 T: 212-541-5996 F: 212-541-5966

Fulltime Position: Front Desk Receptionist

Founded in 1972, Housing Conservation Coordinators, Inc. (HCC) 50+ year-old community-based, not-for-profit organization anchored in Hell's Kitchen neighborhood on Manhattan's West Side. HCC's programs promote social and economic justice and fight for the rights of poor, low-income, and working individuals and families. Through our services, we seek to promote a vibrant and diverse west side community with the power to shape its own future. Today we offer a wide range of legal, advocacy, weatherization, and organizing services to tenants throughout Manhattan.

HCC is seeking to hire a bi-lingual (Spanish/English) full time receptionist to be a part of our dynamic team of advocates, attorneys, organizers and weatherization field specialists to handle front desk and office related duties in our busy Hell's Kitchen storefront office that works primarily on housing related matters for poor, low-income and working families and individuals.

Job Description:

- Answer telephones and receive visitors in an office with a high volume of calls, in-person appointments, and walk-in visitors.
- Screen and transfer calls to appropriate HCC staff.
- Notify HCC staff of arrival of clients.
- Stay informed about HCC services and clinics to be able to communicate these services to callers and visitors and match callers/clients with appropriate services.
- Schedule and confirm appointments for HCC clinics by phone and in database.
- Give appropriate referrals when needed.
- Maintain, update, and replenish the wide variety of informational handouts and flyers in the reception area available for the general public to take.
- Receive, process, and distribute mail. Maintain front desk files for mail logs, applications, referrals, donations, and postage.
- Ensure timely electronic distribution of bills, vendor notices, and other important information to the appropriate staff.
- Provide translation for HCC staff on an as-needed basis.
- Complete accurate entries of client data in database.
- Work with Office Manager to keep office supplies stocked and office equipment maintained and serviced.
- Participate in, and assist as needed with, mandatory all-staff events and trainings. Occasional weekend events included.

Qualifications:

- Bilingual: English / Spanish required
- Two years related professional experience required
- Computer skills including MS Office, Databases, and File Management
- Excellent people skill in forward facing roles, well organized with competencies in client services, front desk services, and positive communication
- Commitment to Social Justice Issues
- High School Diploma or Equivalent
- Applicants must be authorized to work in the U.S. We are unable to sponsor an employment visa.

Work Schedule:

The standard work hours Monday through Friday, 9 AM to 5 PM, with a one-hour lunch break. On occasion work hours may be adjusted to accommodate evening clinics and events.

Salary and Benefits:

HCC staff are members of Association of Legal Aid Attorneys, UAW Local 2325(AFL-CIO/CLC). Annual salary pursuant to Collective Bargaining Agreement: Range from \$49,677 (starting salary with no prior relevant experience) to \$76,118 (salary with 30 years of relevant experience)

HCC offers competitive benefits, including but not limited to:

- Comprehensive health, dental, and vision insurance with no employee contribution.
- 24 days of annual leave, increasing to 28 days after the second year of employment, plus one floating holiday
- 12 Annual Health Days
- 14 paid holidays
- After six months of employment, 5% employer contribution to 403(b) retirement plan.

Application Instructions:

Qualified applicants should send their resume and cover letter in a single pdf labeled [Last Name, First Name – HCC Application] to the attention of the Office Manager/HR Coordinator at hccjobs@hcc-nyc.org. Please insert “Receptionist Posting Applicant – [YOUR NAME}” in the subject heading field of the email. Applications will be reviewed and interviews scheduled on a rolling basis. Only applicants selected for an interview will be contacted.

HCC is an Equal Opportunity Employer. People of color, transgender and gender non-conforming people, survivors of violence, people with disabilities and individuals of diverse backgrounds are encouraged to apply. HCC does not discriminate based on race, color, creed, religion, gender, age, sexual orientation, gender identity and expression, height, weight, national origin, disability, or citizen, marital, veteran, or HIV status.