



Front Desk Receptionist

PUENTE Learning Center is a place for learning, achievement and success. We are committed to making education and job training skills accessible to all. We offer classes for students ages 4 to 80+, from preschool to adults, including computer literacy, English as a Second Language, High School Diploma, a charter elementary school, and after school and summer programs. PUENTE is proud to be part of the Boyle Heights neighborhood, a primarily immigrant community, and serving over 95,000 students in our 40-year history.

Reporting to the Vice President of Programs, this position plays a key role in furthering PUENTE Learning Center's mission and vision. The role of the Front Desk Receptionist is highly essential as they are the first line of contact with the public. The central goal is to provide our stakeholders with outstanding customer service and support. It is the Receptionist's responsibility for ensuring the efficient day-to-day operations at the front desk that supports the work of all programs, instructors, external partners and staff.

RESPONSIBILITIES

- Greet staff, guests and visitors with a friendly and welcoming manner using outstanding people skills.
- Provide excellent customer services at all times and ensure customer satisfaction.
- Maintain staff attendance list for Director of Human Resources.
- Manage Clear to Go for staff, contractors and adult student check-ins.
- Handle guest concerns, complaints and problems promptly.
- Answer inquiries and direct to appropriate staff/department and program areas.
- Answer main line, retrieve main line messages and pass on to appropriate staff.
- Ensure visitors, volunteers, interns sign in/out and are provided a visitor tag while on campus.
- Take photos for school IDs, keep track of student and staff's photos taken, create new IDs, sort by class/department and distribute.
- Support Programs Office Assistant as needed with adult student registrations.
- Take active role in Emergency Operations as described in Emergency Plan, including overseeing that designated staff and security guards have working walkie talkies throughout the day.
- Adhere to specific department policies and procedures especially those noted in the Emergency Handbook for evacuation procedures.
- Report immediately to VP of Programs (or other executive team member) about any unusual events, accidents and security issues.

ESSENTIAL SKILLS AND EXPERIENCE

- At least 2-3 years in experience in dealing with the public in school or non-profit setting



- High School diploma or its equivalent at the minimum is required, Bachelor Degree preferred
- Strong computer skills required
- Proven ability to demonstrate the highest level of customer/client service and response
- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly
- Very strong interpersonal skills and the ability to build relationships with stakeholders
- Demonstrate proactive approaches to problem-solving
- Highly resourceful team player, with the ability to also be extremely effective independently
- Complete work amid interruptions
- Comply with schedules and meet deadlines
- A positive attitude is a must
- Commitment to the mission of PUENTE and serving the community
- Bilingual, English/Spanish, is required

Type: Full-time, morning shift

Pay scale: \$17.87 - \$19.22

To apply, please send a cover letter and resume via email to Tesa Marquez, Director of Human Resources, at tesa@puente.org.

Review of applications will begin immediately.