

TITLE: Full-time Front Desk Receptionist

REPORTS TO: Operations Manager

JOB STATUS: Full-Time, Non-exempt



About Us

Chinese Mutual Aid Association (CMAA) is a fast-paced, community-based, 501(c)(3) nonprofit organization, dedicated to fostering the integration of the low-income, Pan-Asian immigrant and refugee community into the United States. Established in 1981, CMAA has been a cornerstone of the Uptown community, providing programming for generations of low-income youth, adults, and senior citizens. We offer direct services, including afterschool & youth mentorship programming, job training & placement, elder care services, and social services such as citizenship & housing services.

Job Description

Chinese Mutual Aid Association (CMAA) is seeking an ambitious and detail-oriented receptionist. The receptionist is to be involved in a variety of daily activities from operations to administrative tasks that will help keep CMAA's business running smoothly. At the same time the Receptionist participates in internal audits for all CMAA Departments through data entry, being the main point of contact of social services, and a resource to the community.

Essential Functions & Responsibilities

- Greets and directs clients to appropriate programs/staff members
- Answers incoming calls and screens & directs to appropriate programs/staff members
- Takes messages from callers and visitors
- Data entry for different departments
- Maintains and monitors office/janitorial supplies
- Provides general administrative and clerical support
- Handles incoming and outgoing mail
- Monitors visitors access and maintain security awareness
- Manages checks & cash received and prepares for deposit
- Performs other duties as assigned by the supervisor and department leaders

Qualifications

- High school diploma preferred
- Knowledge of administrative and clerical procedures
- Knowledge of computer and data entry is required
- Bilingual preferred in Cantonese/Mandarin & English desired while other dialects is a plus
- Verbal and written communication skills
- Customer service orientation, initiative, reliability
- Attention to detail
- Ability to deal with multiple people at one time
- Coachability

To Apply: Please email a resume and cover letter to HR Coordinator, Madeleine Azcueta, madeleinea@chinesemutualaid.org. Please include the word 'Full Time Receptionist' in the subject line of your email.

Chinese Mutual Aid Association (CMAA) is an Equal Opportunity Employer.