



## Position Description: Front Desk Assistant

**Organizational Summary:** Quality educational experiences are essential to preparing students for the future, yet systemic barriers create pronounced disparities in educational opportunities and outcomes. The Emily Krzyzewski Center, a nonprofit organization in Durham, North Carolina, implements four distinct programs designed to build on the academic, career, and leadership potential of students who are traditionally underrepresented in higher education. Collectively, our programs serve students from elementary school through college and equip them with the skills necessary to successfully complete higher education, connect to promising careers, and become agents of change within their communities. We amplify our efforts through partnerships with our local school district, community-based organizations, and universities.

### Job Title: Front Desk Assistant

#### Job Goal:

Reporting to the Office and Facilities Manager, the Front Desk Assistant will be responsible for managing the front desk and other entrances to the Center, providing a secure and welcoming environment for participants, staff, and visitors who enter and call, and ensuring the lockdown and safety of the facility. The Front Desk Assistant will assist in executing special projects such as building and event set-up as well as office and program support tasks as assigned.

#### Qualifications:

1. High School diploma required.
2. Experience in safety and security procedures preferred. Willingness to be trained and execute facility safety, CPR/First Aid, emergency, and crisis intervention procedures required.
3. Requires lifting and other physical activity for set up of tables, chairs, gym equipment, and other medium weight objects.
4. Excellent interpersonal, oral, and written communication skills. Experience with Microsoft Office (Word, Excel) and Google Suite (docs, sheets, forms) required. Excellent attention to detail and accuracy.
5. Bilingual English/Spanish preferred.
6. Ability to multitask in a fast-paced environment.
7. Commitment to effectively serving community nonprofits and students and families who face systemic barriers to educational and economic success.
8. Willingness to complete professional development and training activities as required/necessary.
9. Must be able to pass a criminal background check related to suitability for working with and around children and youth.

#### Primary Responsibility Areas:

**Front Desk Management:** Serve as the first point of contact for all students, families, and visitors at the front desk, welcoming them and ensuring that all safety and sign-in procedures are followed. Answer all phone calls and respond or re-direct calls to provide appropriate information. Responsibilities also include monitoring the parking lot and assisting with carpool as needed.

**Facility set-up and lockdown:** Assist in set up for events and programs. This may include setting up bleachers, opening gym walls, setting up scoreboards, and moving tables, chairs, or other equipment. Ensure end-of-day lockdown of the building including locking doors, turning off lights, setting alarm, and when needed, escorting other staff to their cars.

**Emergency Support:** Assist in regular emergency drill procedures. Provide basic first aid for minor injuries. Manage emergency situations using crisis intervention strategies or by initiating emergency procedures. Complete incident reports as needed.

**Administrative Support:** Complete administrative projects as directed. These assignments may include ordering or organizing supplies, data entry, filing, and mailing support.

**Terms of Employment:** Part-time, hourly positions averaging 10-15 hours per week, with some flexibility to work up to 20-25 hours per week, based on needs. Hours vary, with most current needs falling within 10:00 am - 8:30 p.m. Monday-Thursday, 2:00 - 6:00 p.m. on Friday, and 8:00 a.m. - 4:00 p.m. on some Saturdays.

**Pay:** \$16-18/hour (commensurate with experience)

**To Apply:** Submit one document that includes your resumé and cover letter outlining your qualifications and interests to the attention of Lauren Gardner at [jobs@emilyk.org](mailto:jobs@emilyk.org) with the position title in the subject line. Applications will be reviewed on a rolling basis. For more information visit [www.emilyk.org](http://www.emilyk.org).