



Philadelphia Youth Network, Inc. Job Description

Job Title: Receptionist		Location: 400 Market Street, Suite 200	
Division: Finance		Unit: Human Resources	
Reports to: Director, Human Resources		Date Posted:	
Benefits: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Not Eligible	Hours: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt	Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input checked="" type="checkbox"/> Temporary/Seasonal Intern	
<p>About PYN:</p> <p>The Philadelphia Youth Network (PYN) is a solutions-builder forging together significant players to alleviate a root cause of poverty by preparing 12-24-year-olds to become productive working adults. Our work is grounded in the understanding that young people need access to both education and employment, proven factors in being prepared for a career. With a track record of increasing impact, PYN funds and brokers action with the right partners to collectively address barriers. PYN constructs systems to create change, while innovating to meet evolving needs. Together with our partners, PYN dramatically changes the trajectory of individuals' lives by giving voice to underserved youth, and ultimately creating a pipeline for an educated, engaged workforce. For more information, visit www.pyninc.org.</p> <p>About WorkReady Philadelphia:</p> <p>WorkReady is a citywide effort to address the skills gap by convening partners, employers, leaders of youth-serving systems and youth to build a coordinated approach to preparing young people for future employment. WorkReady stakeholders seek to give young people ages 12-24 access to a meaningful paid work experience that promotes self-efficacy, connects youth to caring adults and offers the opportunity to build the transferable skills required to secure and sustain employment. WorkReady is managed by the Philadelphia Youth Network (PYN). For more information, visit www.workready.org.</p> <p>General Description:</p> <p>The Receptionist handles customer inquiries via email, on the phone, and in person and provides information and assistance to staff and the public according to established procedures. This position is also responsible for computer support, photocopying, filing, mailing and other clerical duties to support the other staff members in a busy office environment.</p>			

Essential Functions:

- Answer telephone to assist public with information and answer questions. Direct calls and inquiries to appropriate staff members
- Check PYN email to assist public with information and answer questions. Forward emails to appropriate staff members
- Greet and assist visitors and perform in-person reception duties in the main lobby for events, meetings, and activities that take place at the organization.
- Assist staff members with conference room reservations, identify scheduling conflicts, and post conference room schedules
- Maintain order in copy room and at printer stations
- Inventory, order and store office supplies
- Maintain basic logs and perform data entry
- Manage incoming and outgoing mail, FedEx and courier services
- Support the Office Manager in arranging catering for meetings and with other Office Management duties
- Become cross-trained on other administrative duties to support internal customers

Education, Experience & Skills Required:

- Obtained High School Diploma or GED equivalent
- Excellent customer service skills
- Ability to handle multiple tasks simultaneously
- Ability to maintain good working relationship with customers and employees
- Effective oral and written communication skills, including the ability to clearly express thoughts to others and exchange information with diverse groups of people
- Competency with Microsoft Word, Excel, and Outlook

Work Environment

This job generally operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Travel

Travel is primarily local and occurs during the business day throughout the City of Philadelphia via walking and public transit.

Physical Demands

Physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job

While performing the duties of this job, the employee regularly communicates with business professionals at all levels. Employee must be able to exchange complex information accurately to a variety of audiences such as providers, partners, governmental agencies, etc. The employee frequently moves about inside the

office. Frequently operates a computer and other office equipment such as copy machine, printers, telephone, etc.

Work Authorization/Security Clearance

Successful completion of background checks (PA State Criminal, PA Department of Public Welfare Child Abuse, U.S. Department of Justice National Sex Offender Registry, and F.B.I. fingerprinting).

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Interested candidates should send a cover letter and resume to jobopps@pyninc.org.