

## UNITED SOUTH END SETTLEMENTS

*United South End Settlements (USES) is a community-based nonprofit organization serving children, teens, adults, and seniors through programs in art, education, technology, and social services. USES have held true to its settlement house roots, committing to the motto of “neighbors helping neighbors to grow and thrive.” Our extended family is an integrated team of participants, staff, volunteers, community leaders, and business partners. USES operate in three locations in the South End – Harriet Tubman House, South End House, the Children’s Art Centre – and Camp Hale on Squam Lake in New Hampshire. Please visit our website at [www.uses.org](http://www.uses.org).*

### **Youth Programs Receptionist**

#### **GENERAL DESCRIPTION**

Reporting to the Youth Programs Operations Manager, the Youth Programs Receptionist serves as the primary receptionist greeting visitors and participants, and answering calls in a busy center for programs serving youth programs for infants to teenagers. He/she monitors who enters the building and provides information about USES programs to participants as well as individuals who call or walk-in. Youth Program Receptionist also supports youth programs through a variety of administrative duties including billing, fee collection, mail distribution, supply ordering, food program support and data entry. This is a full time, 35 hour per week position.

#### **QUALIFICATIONS**

1. A minimum of a high-school diploma or GED.
2. Good communication skills are a must.
3. Computer skills in Microsoft and ability to learn Procure database required
4. Ability to multi-task and work in a busy environment.
5. Experience working in a diverse environment preferred
6. Bilingual a plus.
7. Flexibility with schedule is preferred.

#### **RESPONSIBILITIES**

##### Reception Area

1. Answer telephones, give out information, transfer calls
2. Greet USES staff, participants, tenants, and visitors
3. Oversee sign-in and sign-out process
4. Sort mail, perform a variety of clerical tasks

##### Billing and Fee Collections

1. Assist Operations Manager in preparing and distributing weekly and monthly billing for ECE and ASP Programs.
2. Independently collect and record payments accurately in Procure Software

#### Food Service

1. In the absence of the cook, prepare and distribute meals for ECE, ASP and CAC
2. Assist Operations Manager with ordering of food supplies.

#### Administrative Support

1. Coordinate ordering of administrative supplies for South End House.
2. Distribute written notifications to all ECE, ASP and CAC families as requested.
3. Contact families for required documentation for program enrollment, as requested.
4. Assist with copying, faxing, mailing, and, phone calls as requested.
5. Assist with auditing of participant files.

#### PHYSICAL REQUIREMENTS (with or without accommodation)

- Must be able to finger, talk, hear, and be capable of repetitive motion
- Position requires exerting up to 10 pounds of force occasionally and/or a negligible amount of force constantly
- Work requires close visual acuity
- Position is not substantially exposed to adverse environmental conditions

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*The above statement reflects the general details considered necessary to describe the principal function of the job identified and shall not be considered a detailed description of all the work requirements that may be inherent in the job.*

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**To apply, please email resume and cover letter to: [humanresources@uses.org](mailto:humanresources@uses.org)  
In the subject line, please specify the position to which you are applying.  
No phone calls, please.**