

Receptionist – Isles Youth Institute (IYI)

The Isles Youth Institute is seeking a highly dependable, organized individual with exceptional communication skills to serve as **Receptionist** in a dynamic alternative high school environment.

Responsible for daily “front desk” activities of the Isles Youth Institute (IYI), the **Receptionist** implements procedures and manages reception in ways that support the effective day-to-day operation of IYI. The **Receptionist** serves as a consistent voice and face for IYI students and visitors; handles daily challenges with IYI staff and students; and helps create a functional working and learning environment.

Successful candidates will have the opportunity to join a highly accomplished team at one of the most innovative and successful nonprofit organizations in the region.

Essential Functions

- Serves as initial point of contact for students, staff, and visitors; coordinates visitor and student sign-in and sign-out
- Answers and directs phone calls; takes and delivers accurate messages
- Sorts and delivers mail
- Plans, orders, and receives daily lunch for IYI students
- Maintains lobby area and keeps literature current and available
- Supports student intake by answering questions, disseminating applications, and coordinating testing and interview schedules
- Assists with data entry and other administrative tasks

Successful Candidates will have proven success in

- Presenting a welcoming and positive demeanor in person and on the phone
- Responding calmly and effectively to address unpredictable and sometimes urgent needs
- Interacting with urban youth and adults, and with people of diverse backgrounds
- **Wearing many different hats** to meet changing conditions and changing needs of students, families, staff, and leadership
- Working independently and collegially in a fast-paced, goal-oriented environment
- Maintaining a highly reliable attendance rate

Education and/or Experience

- High School Diploma or equivalent
- Experience working with urban youth or in an alternative high school setting
- Excellent organizational skills and attention to detail
- Strong written and oral communication skills
- Comfort using technology including a desktop computer, phone, copy machine, and large volume of email messages
- Proficiency in Microsoft Office applications (Word, Excel, PowerPoint, Outlook)
- Ability to maintain State Central Registry (SCR) clearance and fingerprint clearance throughout the duration of employment

Interested candidates should submit cover letter and resume to hr@isles.org