



Job Description

Front Desk Receptionist

About JobTrain

Located on the Menlo Park/East Palo Alto border, JobTrain is a private job-training center and accredited school (accredited by the Western Association of Schools and Colleges - WASC). JobTrain offers an array of vocational training programs, and computer and ESL classes for adults and for in-school and out-of-school youth. Our vocational training classes, academic support, and employment readiness programs are primarily geared toward individuals needing assistance with overcoming significant academic, career and personal challenges to be successful in school and work arenas. Funded by a combination of federal, state, and private-sector grants, JobTrain's programs and services offer people an array of opportunities to move forward with accomplishing the first steps toward their educational and career goals.

About the Position

This is a full-time, responsible administrative position. The Front Desk Receptionist is the "face" of JobTrain, and assists clients, students and guests. This individual must demonstrate initiative, judgment and flexibility. While JobTrain services are virtual and by appointment only, and during Shelter-in-place, this position will report to work at the front desk, Monday through Friday. This position reports to the Administrative Services Manager.

Responsibilities

- Have detailed knowledge of JobTrain's programs, policies, and practices.
- Welcome and assist clients, students and guests – by appointment only during Shelter-in-place.
- Answer the main telephone and properly route calls.
- Assist with Career Center operations as needed.
- Train interns on front desk receptionist duties*.
- Regularly maintain JobTrain's coffee station*.
- Perform other duties as directed.

* When Shelter-in-place is lifted, and in-person services resume safely.

Qualifications

- Excellent interpersonal skills.
- High school diploma or equivalent.
- At least one year of administrative support experience preferred.
- Proficiency with computers and relevant software, such as Microsoft Office Suite.
- Knowledge of customer service principles and practices.
- A minimum of 40 WPM keyboarding speed.
- Successful applicants will have excellent written, verbal, organizational and computer skills.

An equivalent combination of education and experience may be substituted for the above.

Compensation and How to Apply

A competitive salary and benefits package is offered. Interested candidates should submit a résumé and cover letter to info@Jobtrainworks.org. JobTrain is an equal opportunity employer. Successful candidates must have legal residency and work eligibility in the United States (per INS Form I-9 instructions). **JobTrain will require the successful candidate to undergo a background check.**