Front Desk Coordinator
Contracted Position
Hourly Rate $20.00
Typical number of hours is 24-28 per week and the schedule is dependent on need and will be determined in partnership with the FD coordinator and their supervisor. Some daytime or weekend hours may be required to attend meetings or events.

Reports to: Director of Empowerment Programs

This position is part of the empowerment team at the William Way LGBT Community Center and is expected to set the tone for community interactions. The Front Desk Coordinator will be responsible for all aspects of the front desk and volunteer services. The front desk coordinator works collaboratively with the Front Desk Specialist. The Front Desk Coordinator is required to possess working knowledge of administrative procedures and works under the direct supervision of the Director of Empowerment Programs and the Trans Resource Center.

Job Responsibilities

- Overseas all aspects of volunteer recruitment and onboarding, including training and orientation. Responsible for engagement and coordination of volunteers, this includes scheduling and assigning duties as necessary, supports volunteers as needed
- Leads in the creation, implementation, and maintenance of all front desk procedures and policy with the approval of the Director of Empowerment Programs and the Trans Resource Center
- Provides appropriate referrals when requested. Responsible for keeping referral sources current and accessible to all staff and volunteers
- Responsible for tracking all referrals for the front desk, this includes both internal and external, as well as email and walk-in referrals.
- Tracks metrics for front desk referrals, volunteer hours, and email request received through center inbox
- Works collaboratively with other Front Desk Coordinators
- On scheduled days, opens and/or closes the building and is aware of all activities scheduled for the day
- Supports all staff meetings, provides birthday and anniversary updates for monthly all staff meetings
- Welcomes visitors by greeting them, in person or on the telephone; answering questions and providing referral information and maintains safe and clean reception area
- Handles incoming mail and package deliveries
- Responsible for management of the William Way info email address. Responds in timely manner and forwards emails to the appropriate department
- Maintains security by following procedures and guidelines for the building
- Other duties as assigned.
Desired qualifications

- Excellent communication and relationship-building skills.
- Understanding of and commitment to WWCC’s mission.
- Knowledge of standard office procedures and practices
- Friendly and warm personality
- Proficient administrative skills, including organizational skills and the ability to meet deadlines
- Ability to make decisions independently as well as to execute assignments of administrative detail as delegated
- Proficient computer skills, including Microsoft Word, Excel, web-mail, G Suite applications, and online search engines
- High School Diploma, GED, or equivalent lived experience.

As a small organization operating in a very dynamic environment, a significant amount of flexibility and teamwork is required. Employees are expected to work collaboratively to ensure WWCC’s success.

Compensation
This is a contracted position.
Hourly pay rate: $20.00

Typical number of hours is 24 per week and the schedule is dependent on need and will be determined in partnership with the FD coordinator and their supervisor. Some evening or weekend hours may be required to attend meetings or events.

About the William Way LGBT Community Center
Our mission is to engage and support the diverse LGBTQIA+ communities in the greater Philadelphia area through arts & culture, empowerment, and community connections.

We want all LGBTQIA+ people to feel safe, connected, and empowered. We strive to be a community center whose staff, management, and board reflect the vibrant and richly diverse communities we serve.