LOVE Building Receptionist Job Posting

TITLE: Receptionist

ELIGIBILITY FOR OVERTIME: Non-Exempt

REPORTS TO: LOVE Building General Manager

PAY RATE: $25 per hour. Part-time.

BENEFITS: Matching 403(B), PTO, paid sick leave, paid holidays.

DEADLINE TO APPLY: Tuesday, May 30, 2023
START DATE: Wednesday, July 5, 2023

About the LOVE Building

The LOVE Building is a hub for social justice and creative community in Detroit, located in Detroit’s Core City neighborhood. Four years in the making, it will open its doors this Summer, serving as the home for six non-profit organizations and one food business. It will offer community programming and flexible event spaces for the surrounding neighborhood and the city as a whole. The LOVE Building is an auxiliary organization of Allied Media Projects (AMP).

Job Summary

The Receptionist ensures that visitors of the LOVE Building feel welcome and have the information they need to navigate the building with ease. They oversee the room scheduling software and shared resources such as the LOVE Building plant and media libraries. They manage building-wide internal communications and documentation and assist with event production as needed. They foster positive, productive relationships
with all LOVE Building tenant partners, community members, vendors, and clients. They work collaboratively to solve and prevent problems. The position is based at Allied Media Projects.

Responsibilities

Overall
- Meet with the LOVE Building General Manager as needed, and other team members, to make plans, troubleshoot, and stay aligned with overall goals and vision.

Hospitality
- Cover the front desk of the LOVE Building for a portion of normal business hours (M-TH, 10am - 6pm), greeting visitors and supporting navigation of the building.
- Ensure that the coffee & tea station is adequately supplied.
- Offer referrals to building visitors in need of social services, drawing upon the Core City neighborhood resource database, periodically updating the database as needed.
- Receive access requests from building visitors and assist with fulfilling them, as appropriate.

Building-wide Communications
- Answer phone calls and general email inquiries in a professional manner, and route to the appropriate parties.
- Manage the LOVE Building bulletin board, periodically producing, approving, and removing signage.
- Produce temporary event signage using existing templates.
- Produce a regularly scheduled email announcement/newsletter to LOVE Building tenants with pertinent updates.

Shared Resource Management
- Oversee the room scheduling software, assisting users as needed and resolving any scheduling conflicts that may arise.
- Manage the LOVE Building plant/seed library, media library, and public computer station, ensuring that users abide by the stated policies.

Documentation
- Create incident reports in response to conflicts, accidents, emergencies, etc.
- Send post-event surveys to collect client feedback on their experiences.
- Work with the LOVE Building General Manager to ensure that the LOVE Building Tenant Handbook is kept up to date and that all tenants are made aware of any modifications.
Misc.
- Receive packages, sort and distribute mail from the building mail room accordingly.
- Assist with event production as needed.
- Perform ad-hoc administrative duties, and other duties as assigned.

Qualifications

Skills & Experience:

Required:
- Minimum 2 years prior experience as a receptionist / front desk staff.
- Empathetic and compassionate demeanor.
- Service-oriented professionalism. Excellent written and verbal communication skills, and relationship building skills.
- Humility and a strong ability to give and receive constructive feedback.
- Proficiency in Google Drive (Docs, Spreadsheets, Forms, etc.)
- Proficiency in Canva or equivalent graphic design software.

Bonus:
- Commitment to social justice values.
- Knowledge of and personal connection to the Core City neighborhood.
- Active participant in Detroit’s organizing and artistic communities.
- Familiarity with disability justice principles and practices.

How to Apply

Beanstalk Real Estate Services is assisting the LOVE Building in the search for this position. To apply, please email the following no later than Tuesday May 30, 2023 to Shannon Haag: shannonhaag@beanstalkres.com:
- Your resume
- A short cover letter that answers the following questions:
  - Why are you interested in helping to advance the mission of the LOVE Building?
  - How do you see the role of the Receptionist contributing to the success of the LOVE Building?
  - What from your previous work / life experience do you think prepares you for this role?
- Three professional references with emails and phone numbers.
The LOVE Building / Allied Media Projects is an Equal Opportunity Employer and does not discriminate on the basis of race, creed, color, gender, gender identity, gender expression, age, ethnicity, national origin, immigration status, sexual orientation, religion, HIV serostatus, disability, height, weight, veteran status or marital status.