United Way
United Way of Greater New Bedford
128 Union Street, Suite 105 · New Bedford, MA 02740 · Tel: 508-994-9625 · Fax: 508-994-9667
Mobilizing people, partnerships, and resources to catalyze change that strengthens the communities we serve.

**Job Title:** Family Resource and Development Center Receptionist

**Reports to**: Director of the Family Resource and Development Center

**Classification:** Full time, Non-Exempt

**Work Schedule**: 37.5 hours per/wk. 8:30 AM to 5:00 PM, Monday – Friday

**Hourly Rate:** $16

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**Summary:** United Way of Greater New Bedford (UWGNB) fights for the health, education, financial stability, and basic needs of every person in the nine communities it serves. Through strategic collaborations, direct services, and financial support, we actively engage with our community to identify gaps and create initiatives to address them.

Every United Way of Greater New Bedford staff member serves as an ambassador for the organization, demonstrating a culture of fundraising, service, and volunteer engagement.

For struggling families and youth, finding out what services can help and are available to them can be a confusing and challenging process

Since 2010, UWGNB has operated New Bedford's Family Resource & Development Center (FRDC). Funded by the Department of Children and Families, the FRDC is a single point of entry to help families with children identify and gain access to an array of culturally competent family support services.

The FRDC Front Desk Assistant is responsible for ensuring that the FRDC is welcoming, tidy, and fully stocked with necessary supplies and materials. As the main point of contact for the FRDC, the ideal candidate must have a friendly, cheerful, and upbeat attitude in person and on the phone. The Front Desk Assistant must be a skilled and flexible multi-tasker and is professional in appearance and demeanor.

**Duties and Responsibilities:**

- Greet families and direct them to the appropriate FRDC staff for assistance
- Answer Family Center's multi-line phone system to assist families with appointments, questions, and connect them to appropriate community resources
- Provide information and assistance with to services and programs, such as, but not limited to: housing/shelter assistance, fuel assistance, MassHealth, WIC, SNAP, TANF, community health services, safety, education, employment and training, peer support and behavioral and mental health
- Maintain FRDC calendar and schedule appointments when needed
- Help, guide and monitor families on the Center's community computers
- Perform a variety of clerical tasks such as filing, copying, and organizing client files

- Prepare, enter, and update client information into statewide database system when needed
- Distribute faxes and copies for clients and visitors when requested
- Exhibit professionalism in all job functions, including confidentiality and establish and maintain effective relationships with FRDC team, collaterals, and families
- Function as a member of the FRDC team by attending and actively participating in team meetings, trainings, and professional development
- Flexibility in work schedule to meet operational hours of the Center, which includes some evenings and occasional Saturdays.

**Desired Skills and Abilities:**

- Knowledge of office procedures
- Proficiency in Microsoft Office
- Strong customer service and interpersonal skills
- Basic knowledge or a willingness to learn about community resources
- Values and practices Cultural Humility

**Requirements:**

- High School diploma or equivalent
- Valid Massachusetts driver's license and have access to a vehicle
- All UWGNB employees must be fully vaccinated against COVID-19
- Willingness to work some evenings and weekends
- Experience with health and human services organization
- Bi-Lingual/Bi-Cultural Spanish, Cape Verdean Creole and/or Portuguese highly desired

**Candidates should email resume and cover letter to:**
**liveunited@unitedwayofgnb.org**
**Please list subject as *FRDC Front Desk Assistant***
**Review of applications will begin immediately and continue until position is filled.**