

Receptionist & Administrative Assistant Job Description

Supervisor: Director of Operations
Status: Full-Time, Non-Exempt
Location: In-Person On-site; based in Houston, TX
Schedule: 8:00 AM – 5:00 PM with a 1-hour lunch (11:30 am-12:30 pm)

POSITION SUMMARY:

The Receptionist & Administrative Assistant is the first impression of Neuhaus. It is the duty of the Receptionist & Administrative Assistant to maintain a professional and welcoming environment for all staff and guests. The position is responsible for answering the phone, greeting, and assisting visitors, serving as a librarian, and assisting the Operations Team with a variety of administrative tasks.

RESPONSIBILITIES:

- Answer all incoming phone calls and route them to the appropriate staff member.
- Greet and assist all visitors.
- Complete tasks in our Student Information System, Canvas, and eStore.
- Email certificates and transcripts to participants.
- Assist with troubleshooting problems within our Student Information System, Canvas, and eStore.
- Accept deliveries, open, and distribute mail/packages, and complete daily bank deposits.
- Ship/Mail Preparation Program certificates, handouts, and materials.
- Create POs for handouts and materials ordered.
- Assist in maintaining accurate records within the Student Information System and Canvas
- Receive and process payments for books, classes, and materials.
- Assist with morning class check-in.
- Assist with adding meetings and birthdays to the Neuhaus Events calendar.
- Assist with setting up meetings and events.
- Check-in, check-out, reshelve books and email overdue notices. As needed, add, or remove books from the library system.
- Maintain an accurate inventory of vending machine snacks/drinks, adult literacy snacks, coffee bar supplies, and meeting drinks.
- Monitor and maintain multiple email addresses.
- Create and/or update door signs and office signage.
- Update CallFire, phone, and birthday lists
- Provide a welcoming environment for staff and guests:
 - Adjusting thermostats when needed.
 - Make coffee and place class snacks at the coffee bar.
 - Maintain a clean and organized reception area and ensure all brochure displays are up to date.
 - Organize the island in the Copy room and order and organize supplies within all cabinets.
 - Add paper and/or staples in the copy machines and empty copier hole punch receptacles and add toner to copiers.
- Other duties as assigned.

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TALENTS AND COMPETENCIES:

- **Growth Mindset:** Thrives on challenge and recognizes that setbacks are a necessary part of the learning process. Stays curious through challenges and encourages others to do the same.
- **Values Diversity:** Helps create a work environment that embraces and appreciates diversity. Supports fair treatment and equal opportunity for all. Listens to and objectively considers the ideas and input of others. Respects the talents and contributions of all individuals.
- **Active Listening:** Giving full attention to what other people are saying, taking time to understand the points being made, asking questions, and providing recommendations and strategies.
- **Complex Problem Solving:** Proactively identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- **Critical Thinking:** Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- **Judgment and Decision Making:** Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Effective Communication:** Convey information effectively to various groups.
- **Time Management:** Maximize time of self and team with the use of efficient systems and processes.
- **Writing:** Communicating effectively in writing as appropriate for the needs of the audience, including preparing presentations and reports.
- **Verbal Communication:** Effectively communicates with staff members, vendors, and registrants to convey message in an appropriate manner.
- **Data Entry:** Ensuring that all information entered in all systems is accurate.
- **Detail-Oriented:** Attention to small details ensuring accuracy.

QUALIFICATIONS:

- Minimum of 2-5 years of experience
- Knowledge of multi-line phone systems
- Bilingual is a plus (Spanish/English)
- Able to work well in a team environment, handle multiple assignments, and meet deadlines.
- High proficiency in Microsoft Office Suites, especially database management tools, such as Excel and Access.
- Experience and working knowledge of record-keeping systems.
- Comfort level working on virtual platforms to communicate with staff in a remote and hybrid work environment.
- Excellent technical, analytical, and problem-solving skills.

TRAVEL:

Minimal local travel as required by supervisor. Travel to attend company-wide events at designated locations is required of all Neuhaus team members.

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PHYSICAL REQUIREMENTS & WORK ENVIRONMENT:

- Frequent - sedentary work that primarily involves sitting/standing
- Frequent - remaining in a stationary position, often standing, or sitting for prolonged period
- Occasional - moving about to accomplish tasks or moving from one worksite to another
- Frequent - communicating with others to exchange information
- Occasional - repeating motions that may include the wrists, hands and/or fingers
- Frequent - assessing the accuracy, neatness and thoroughness of the work assigned

THE ORGANIZATION:

Neuhaus Education Center is a non-profit educational organization dedicated to promoting reading success for all. We provide evidence-based training and support to teachers, supply information and resources to families, and offer direct literacy services to adult learners.

At Neuhaus Education Center, we believe that a diverse team, informed by different perspectives, makes us stronger. We live our core values boldly in our approach to making a difference. Team members at Neuhaus are expected to **Act with Integrity, Serve as a Trusted Partner, Think Big and Innovate, and Grow Knowledge and Expertise.** We are committed to doing the work and challenging each other to be an organization in which everyone is respected and heard. We commit to providing genuine opportunities for all team members to thrive. We will continue to embed diversity, inclusion, belonging, and equality in everything we do.

Neuhaus Education Center provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.