



Job Opportunity Office Clerk – Part-time NEIGHBORHOOD HOUSE OF MILWAUKEE, INC.

Neighborhood House History:

Established in 1945, the mission of Neighborhood House of Milwaukee (NH) is to build a strong community by strengthening individuals, families, and the neighborhood. One of Milwaukee's oldest service agencies, last year we celebrated our 70th anniversary. At NH, we believe a brighter future begins with a positive vision. Our programming opens doors for people and empowers them to improve their lives and realize their dreams. We serve over 3,000 children and families each year. Our International Learning Center, the largest refugee education effort in the State of Wisconsin, brings important refugee, citizenship and ESL services to more than 500 individuals and their families annually. Finally, our 93-acre nature center and preserve in the central Kettle Moraine of Dodge County is a key part of the strong environmental ethic that is part of our overall efforts.

Neighborhood House primarily serves a highly-impooverished central city neighborhood bounded by 35th Street on the west, 20th Street on the east, Cherry Street on the north, and Wisconsin Avenue on the south. Our services are based in our home on Richardson Place, but we also work from multiple locations in the region. More info is available at www.neighborhoodhousemke.org/.

JOB PURPOSE AND REPORTING STRUCTURE: Under the supervision of the HR Generalist Sr. / Administrator, the Office Clerk will greet and open the door for all persons who enter the agency. Receives calls at the agency, determines the nature of business and directs calls to the proper destinations. Receipt agency payments and donations, and date stamps incoming mail. **Hours: Monday – Friday 6:30am -10:30am.**

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Provide friendly and professional customer service in person, over the phone and email.
- Answer agency phones, either transferring calls to the appropriate party or taking a message, greeting visitors and directing them to the proper destination.
- Collect payments and prepare receipts for incoming cash, checks and credit cards.
- Open and close West Lobby.
- Re-stock front office supplies and order minimum supplies as needed.
- Maintains office equipment, calling for repair service when necessary.
- As needed, sort and distribute daily mail into staff mailbox.
- Confirm outgoing faxes and distribute incoming faxes to staff mailbox.
- As needed, monitors agency security camera activities also secure and monitor front office receipts.
- Knowledgeable about the different programs at Neighborhood House to inform general public.
- Complete registration as requested by program staff.
- In conjunction with facilities staff, cleans and straightens front office area as necessary.



- In conjunction with program staff, keeps literature and program information in the reception area current.
- Attend various staff meetings.
- Remove child participants from school buses/transportation at designated locations.
- Assist with East Lobby as needed.
- Assist staff with administrative tasks.

QUALIFICATION REQUIREMENTS: General computer office equipment knowledge is required. Good communication skills and appropriate phone etiquette. Must be organized and responsible, and have the ability to operate basic office equipment.

EDUCATION and/or EXPERIENCE: Requires education generally equivalent to a high school diploma or GED and two years experience in office receptionist/clerk. Experience in a childcare facility preferred.

LANGUAGE SKILLS: Must be able to communicate with children at various ages in an understandable and appropriate manner. Must be able to communicate effectively and professionally with parents and family members, as well as staff and visitors at the center.

MATHEMATICAL SKILLS: Ability to keep accurate records. Basic math skills: adding and subtracting.

COMMUNICATIONS SKILLS and REASONING ABILITY: Need to demonstrate: patience, friendliness, attentiveness, clear communication skills, knowledge of the agency services, ability to use positive language, acting skills, time management skills, ability to “read” customers, a calming presence, goal oriented focus, ability to handle surprises, persuasion skills, tenacity, closing ability, and willingness to learn. Ability to apply common sense understanding to carry out instructions furnished in written or oral form. Ability to deal with problems involving several concrete variables in standardized situations.

OTHER SKILLS and ABILITIES: Use basic office equipment such as calculator, computer, telephone, paper cutter, copier, fax machine, printer, postage machine, pencil sharpener, and laminator.

APPLY: Send resume and cover letter to shazelwood@nh-milw.org.