**Receptionist**

**Our Mission:**

Cornerstone disrupts violence through advocacy, support, and prevention. We partner with individuals, families, and organizations to build communities free from harm.

**Our Core Values: \***Survivor- Centered **\***Social Justice **\***Well-Being **\***Collaboration **\***Integrity

**Summary of Cornerstone:**

Cornerstone is a $5.5 million organization that provides comprehensive services for individuals and families in the greater Twin Cities metropolitan area who are experiencing or have experienced domestic violence, sexual violence, human trafficking or general crime. Our offices are located in Bloomington, Brooklyn Center and Minneapolis. Learn more at [www.cornerstonemn.org](http://www.cornerstonemn.org).

**Diversity and Inclusion:**

We are committed to a nondiscriminatory approach and provide equal opportunity for employment and advancement in all of our departments, programs, and worksites. **BIPOC and LGBTQ+ community are strongly encouraged to apply.**

**Salary Range:**  $18-19.71/hourly

**Unionized Position**: This is a unionized position.

**Job Summary:**

The receptionist is an integral member of Cornerstones administrative support staff that maintains the smooth operation of services. The primary responsibility of the receptionist is to provide a positive and welcoming environment for individuals and families engaging in Cornerstone services.  In addition, they will be managing appointments, and responding to multiple inquiries, either digitally, over the phone, or face-to-face from participants, volunteers, and the general public.

**Experience/Qualifications:**

* High school diploma/GED and one year experience in a clerical/receptionist position.
* Strong office skills, including familiarity and experience with technology, such as internet search engines; Microsoft Office applications, copiers, and fax machines.
* Organizational skills and ability to both work independently and part of a team.
* Detail oriented.
* Excellent verbal and written communication skills.
* Positive, warm and friendly demeanor; able to greet guests with care, compassion and helpfulness.
* Must have good interpersonal skills and the ability to resolve or diffuse conflict.

**Essential Functions:**

* Welcomes on-site visitors warmly and announces visitors to appropriate personnel.
* Maintains security of professional environment by managing access given to visitors.
	+ Monitors and maintains IN/Out Sign In forms for staff and visitors.
* Answers incoming and internal telephone calls, determines purpose of callers, and forwards calls to appropriate personnel.
	+ When needed, takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable.
	+ Retrieves messages from voice mail and email and forward them to the appropriate personnel.
* Answers questions professionally and courteously about organization and provides callers with agency address, directions to facility and miscellaneous information.
* Answers incoming inquiries regarding services not offered by Cornerstone, referring callers to other resources, and recording referrals on a Referral Tracking System.
* Provides assistance to various programs:
	+ Receives and records payment(s) from program participants, as necessary.
	+ Tracks information for Cornerstone’s rental properties by recording rent rolls, preparing files for lease signings, and drafting appropriate letters.
	+ Housing reporting (PORT, Hennepin County, etc.)
* Manages receptionist greeting – updating for Holidays, etc.

**Physical Requirements:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Standard office setting; exposure to computer screens. Sufficient mobility to work in an office setting; stand or sit for prolonged periods of time; operate office equipment including use of a computer keyboard. See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents. Hear in the normal audio range with or without correction. Must be able to lift 30 pounds at a time.

**Visit our career page at:** [**https://cornerstonemn.org/about/employment/**](https://cornerstonemn.org/about/employment/)

**Our Benefits Package Includes:**

* Health Care: Comprehensive coverage options.
* Paid Time Off: 160 hours annually, plus 13 paid holidays (including your birthday in your first year.)
* Retirement Savings: Up to a 4% employer match after one year of service.
* Vision Coverage: Free for employees.
* Virtual Mental Health Services: Free for employees and their immediate families.
* Virtual Medical Care: Free for employees and their immediate families when enrolled in any of our medical plans.
* Life Insurance: Basic coverage provided at no cost to employees.
* Long-Term Disability: Free coverage for employees.
* Paid Parental Leave: Available after one year of service

**EEO Statement:**

Cornerstone strives for a fully inclusive work environment and does not discriminate on the basis of race, color, creed, religion, national origin, sex, sexual orientation, veteran, disability, age, marital or, familial, and/or with regard to public assistance or any other characteristic. We are an Equal Opportunity and Affirmative Action Employer.