

New Pathways for Youth

Full Time Front Desk Assistant

1. About New Pathways

At New Pathways for Youth, we're passionate about transforming the lives of youth by providing the support, stability, and skills they need to flourish in the community and in their families. Over the past 35 years, we've transformed the lives of over 6,500 youth -- youth who experience poverty and four times the adversity of others their age -- to break through the barriers they face and change the trajectory of their life.

We are also passionate about the possibilities for our staff. We are looking for a dedicated individual that is mission focused, committed to self-care, open to personal and professional skill development, leads an integrated and balanced life that contributes toward our collective impact, approaches others by seeing the whole person and the contributions each person brings and honors a culture of accountability which instills trust so we can transform the lives of even more youth in our community. We operate in an open work environment that fosters collaboration and supports engagement among the staff.

This position is located in Phoenix, AZ and is fully in person. Your role in the team will be to greet and direct visitors and provide agency-wide administrative support.

2. Job Responsibilities and Duties

Specific duties and responsibilities include:

- Conducting a daily walkthrough of the building and campus for cleanliness, ensuring spaces are clean and tidy at all times
- Fostering a professional and welcoming lobby for all that enter or contact New Pathways for Youth
- Taking calls to gather and relay information to appropriate party
- Directing visitors to appropriate personnel
- Taking inventory of office and kitchen supplies and report to Operations Coordinator
- Storing supplies/inventory
- Setting up for meetings and events including but not limited to arranging rooms, printing documents, gathering materials, assisting with decorations as needed, providing refreshments, cleaning and returning room to original condition
- Maintaining organization of master schedule of activities and events.
- Receiving, logging and distributing of mail and receivable scans
- Assisting the mentor recruiter with onboarding of new mentors to ensure the safety of our youth
- Assisting youth enrollment team with interest calls, which includes describing youth program (Level Up) to parents and/or caregivers

3. Employee Qualities/Traits

Essential qualities needed include being:

- Customer service oriented
- Hospitable, professional and friendly demeanor
- Detail oriented with strong follow-through
- Ability to work independently
- Ability to complete projects with high quality despite periodic distraction (i.e. answering phone calls, greeting guests, etc.)
- Patient and stable work style
- Team oriented
- Arizona Level 1 Fingerprint Clearance eligible or approved
- High School Diploma or GED
- Computer literacy with Microsoft Office
- Bilingual in English and Spanish

4. Organization Qualities/Traits

New Pathways for Youth is a Caring, Driven, Effective, Distinct organization. Our culture is one that is motivated, goal oriented, empathetic, inclusive, and respectful. We apply research, data, and experience to reach intended impact, advancing good in our community.

5. How to Apply

To apply, please submit your cover letter and resume to Oscar Hidalgo at ohidalgo@npfy.org. Please include your name and the title of the position "Front Desk Assistant" in the subject line. Applications will be accepted until the position is filled.

6. Additional details

Pay is commensurate with experience and will be in the range of \$15.00 - \$16.00 per hour. Benefits include health, dental, vision coverage and a generous time off package. Generally, the hours are Monday through Friday, 8:30 am – 5:00 pm; however, there will be some weekends and evenings required for organizational events, such as staff outings and fundraising events. This position reports to the Operations Coordinator. New Pathways for Youth is an equal opportunity employer.