



Position Description

Title: Morning Receptionist
Supervisor: Senior Operations Manager
Workday: Monday - Friday, 7:45 a.m. - 1:45 p.m.; possibility of occasional additional hours
Pay Status: Non-exempt
Hourly Rate: \$18/hour
Benefits: Eligible for benefits

Position Summary: The Morning Receptionist works collaboratively with the Neighborhood Music School (NMS) community to realize the NMS mission: *to deepen the human experience and build connections through the learning, practice, and presentation of the performing arts*. The Morning Receptionist welcomes students, families, faculty, staff, and visitors to our main facility at 100 Audubon Street in New Haven and provides exemplary service in every interaction, enhancing the overall NMS experience for all.

Duties and Responsibilities:

- Ensure the building is opened as required, including completing all opening tasks each day;
- Staff the reception desk at the building entrance and demonstrate excellent customer service with every in-person, phone, email, and intercom interaction;
- Monitor the building's entrance doors;
- Greet and welcome all students, families, faculty, staff, and visitors to the building, first via the intercom system and then after they have entered the building;
- Support the daily arrival of our Preschool and Middle School students;
- Answer general questions from the public about NMS programs, events, promotions, initiatives, communications, enrollment procedures, etc.;
- Direct people to rooms within the building;
- Answer the phone, transfer calls, take messages, retrieve voicemail messages, and refer inquiries to the appropriate NMS staff members;
- Collaboratively maintain the front desk calendar, noting activities within the building;
- Relay day-to-day information, such as information about student or teacher absences, to relevant students, families, faculty, and staff in a timely fashion;
- Receive mail and deliveries;
- Assist with initial processing of cash and checks that have been received;
- Collaboratively maintain the log of equipment signed out by faculty and staff;
- Complete general administrative support tasks, such as making photocopies, printing documents, filing paperwork, preparing mailings, etc.;
- Ensure that the reception desk and lobby area are kept tidy and organized;
- Work collaboratively with NMS colleagues to resolve concerns successfully.



The above list of duties and responsibilities is not intended to be an all-inclusive list. Additional duties may be assigned.

Requirements and Qualifications:

- Understanding of the NMS mission and values, and a love of the arts;
- Appreciation of the diversity of the New Haven region and the NMS community;
- Commitment to equity and inclusion, and a desire to be part of building an anti-bias anti-racism culture;
- Enthusiasm for working with people;
- Ability to work collaboratively and with an open mind;
- Desire to lead through compassion and service, and a commitment to personal growth;
- Attention to detail and accuracy, with pride in quality of work;
- Prioritization of punctuality;
- Excellent communication and customer service skills, including strong phone skills;
- Ability to remain poised and productive under pressure;
- Strong organizational and multi-tasking skills;
- Problem-solving skills and a strong interest in helping others;
- Familiarity with Microsoft Office and Google Workspace;
- Additional language skills a plus;
- Proof of full Covid-19 vaccination and booster;
- Ability to follow and support [NMS Covid-19 Guidelines](#);
- High school diploma or equivalent.

To Apply:

Send a completed application ([found here](#)), your resume, and a cover letter or email introduction to jobs@nmsnewhaven.org, Attn: Gillian Eversman.