



Receptionist/Administrative Assistant

Position Reports To: Vice President, Finance & Administration

www.cebde.org

Position Summary

The CEB is a partnership of high performing charter schools and support partners working together to enhance every student's ability to achieve academic excellence. Together with our schools, the CEB is committed to closing the achievement gap and achieving international excellence by 2030. Currently, two public charter schools are co-located within the CEB—Kuumba Academy Charter and Great Oaks Academy Charter, who together will serve approximately 1,200 students in 2019-2020.

In addition to the school partners, CEB provides a variety of supports to students and families. We operate a school food pantry. We serve breakfast, lunch, and dinner to the students. Our Family Resource Center hosts parent education and parent engagement events and connects families to needed community-based resources.

The Receptionist for the Community Education Building will greet all visitors to the building. This position is the first point of contact for the schools and agencies housed within the building, and to that end must at all times be polite and courteous to clients and the public, being able to promptly address their needs and direct them to the proper location they are seeking. S/he must be fluent in Spanish. This person is also a primary security contact for the building and will be required to undergo training on access controls, camera monitoring systems, safety and security procedures and building policies. This is a full-time position with full benefits and parking. The start date for the position is August 1, 2019.

Personal Traits and Strengths

1. Able to read, speak and write both Spanish and English
2. Excellent oral communication skills
3. Highly Organized
4. Self-Motivated
5. Knowledge and ability to work effectively with tenants, parents, visitors, delivery and service personnel, and volunteers
6. Must be able to think logically with excellent attention to detail
7. Must be flexible
8. Must be able to manage multiple tasks simultaneously to consistently meet timeframes and deadlines
9. Must be willing to assume responsibility without direct supervision and exercise sound judgment
10. Willingness to work flexible hours when necessary
11. Must show up to work consistently and on time

Key Roles and Responsibilities

Receptionist

- a) Manage lobby desk and direct visitors and service personnel to proper locations
- b) Act as primary point of contact for external inquiries and telephone calls
- c) Welcome all visitors, delivery and service personnel and determine nature of business
- d) Manage visitor and service/delivery access cards
- e) Assist school administrators with monthly updating of access controls log
- f) Learn access control, camera monitoring and safety systems, policies and procedures
- g) Maintain the reception area neat and presentable order, taking special care to have the necessary resources available and accessible to clients and the public
- h) Provide information to visitors such as directions, telephone numbers, program brochures, etc.



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- i) Assist safety and security personnel as directed
- j) Assist Senior Executive Assistant as directed
- k) Assist Operations personnel as directed

Administrative Support

- a) Provide executive administrative support to VP of Finance & Administration, VP of Wellness & Community Engagement and administrative support to leadership and operations teams.
- b) Build relationships with clients, guests, and other stakeholders at a high level on behalf of the CEB
- c) Coordinate and attend bi-weekly joint operations team meetings, record minutes, and maintain action item report
- d) Update the executive team on key organizational issues
- e) Manage inventory of office supplies
- f) Prime administrator of the building scheduling system
- g) Sort and prioritize mail for CEB staff

Qualifications:

- High School Diploma; Associates Degree preferred
- Bilingual Spanish/English
- Minimum 2- 3 years' experience in similar positions or comparable training
- Excellent communication skills
- Excellent people skills
- Highly proficient with Microsoft Office suite
- Ability to act calmly under high levels of stress
- Must pass criminal background check
- Must have the ability and genuine interest to learn new systems and technologies
- Good reading comprehension
- Ability to get to and from work reliably

This position description is not intended to be all-inclusive, and the successful candidate should expect to perform related duties as assigned by the supervisor.

Equal Employment Opportunity

The CEB is an equal opportunity employer. We will extend equal opportunity to all individuals without regard to race, religion, color, sex, national origin, disability, age, genetic information, or any other status protected under applicable federal, state or local law. Our policy reflects and affirms the CEB's commitment to the principles of fair employment and the elimination of all discriminatory practices.

To Apply: Please email a cover letter and resume to David Blowman at dblowman@cebde.org or 1200 North French Street, Wilmington, DE 19801, Attention: David Blowman.