Job Description

**Position:** Sr. Concierge + Event Space Coordinator
**Reports to:** Chief Operations Officer
**Status:** Full-time/$20.00/hour
**Hours:** 40 hours/week (8:00 am – 4pm)
**Regularly interfaces with:** Building Engineer, Development Department, Executive Associate and the beelove café, Director of Café Operations, Security

**Our Mission:** To improve the earning potential of the North Lawndale community through innovative employment initiatives that lead to economic advancement and an improved quality of life for residents.

As the first point of contact, the Concierge will provide reception services for Guests to contribute to an overall exceptional campus experience from check-in through check-out. This position liaises with the Security team to ensure campus policies and guidelines are adhered to; and is the point of contact for event space reservations/confirmation.

**Front Desk Responsibilities:**
- Address stakeholders (clients, staff, funders, civic leaders, and supporters) with the highest level of hospitality and professionalism, accommodating special requests whenever possible
- Announce client arrivals to appropriate staff members.
- Direct clients to the appropriate collateral resources and connects them with support staff.
- Answer incoming calls, record messages and route messages or callers to voicemail boxes of appropriate staff and personnel in a timely manner.
- Maintain an accurate and thorough knowledge of the North Lawndale neighborhood, NLEN/SB history, mission, and programs and be prepared to share with visitors or callers.
- Work with security officers to ensure building and company security needs are met and to prevent unannounced access to office spaces.
- Ensure program and event resource materials are available to visitors at the front desk; replenishes as needed.
- Maintains a clean area that is welcoming to all visitors.

**Event Responsibilities**
- Serve as the lead reservationist and coordinator for the Michael Scott, Sr. Event space.
  - Manage reservation calendar; provide available dates to potential guests. Reviews daily to avoid potential conflicts. Communicates reservations and needs to the team a week prior to the event.
  - Work with internal team to establish an automated reservation system and logistics process.
- Monitor etiquette guidelines related to first floor shared areas and meeting spaces.
- Assist Development and Program teams in the planning and execution of company-wide events, as needed.
- All other duties as assigned or deemed necessary.
Qualifications:

- Associate Degree preferred, or high school diploma with college course credits.
- 3+ years Front Desk, Customer Service or Hospitality experience.
- Strong interpersonal skills – able to problem solve “people” issues and respect a variety of personalities, learning styles and working and communication styles.
- Strong spoken and written communication skills.
- Basic understanding of Microsoft office Suite software applications: Outlook, Word, PowerPoint and Microsoft Teams.
- Must maintain a professional business office appearance.
- Must pass a background check.
- Ability to be flexible and adapt to changing priorities and ability to multi-task.
- Detail oriented with a strong work ethic and willingness to learn.
- Ability to work independently.
- Car and valid Illinois driver’s license and insurance required.

Interested applicants should submit a resume and cover letter to info@nlen.org

NLEN Core Values

**Neighborhood-focused employment initiatives are fundamental.**
Successful programs are neighborhood-focused and community-driven, so they meet the specific needs of individuals.

**Quality of work matters.**
People who work hard should not be poor. A full-time job must meet basic needs and offer conditions for engagement, advancement, and respect.

**Economic mobility is essential to reducing poverty.**
Family supporting wages and financial literacy are core to addressing economic insecurity, which disproportionately affects African American, Latino, and other families of color. Economic insecurity is not only impacting the poor; it has grown to threaten the middle class. Self-employment and entrepreneurship are critically important economic mobility strategies to generate income and boost household finances.

**We must address the racial wealth gap and social inequality.**
The United States’ history of racially charged public policy has created the modern racial wealth divide not just through the legacy of slavery and Jim Crow, but through the more recent race-based discrimination in hiring, housing subsidies, tax subsidies, and veteran benefits as well as other implicitly and explicitly racist public policies.

**Everyone deserves human dignity and empowerment.**
To uphold this belief, we do all our work in a manner that values human dignity and eliminates shame, humiliation, and stigma by building on the strengths that help our participants and community survive loss and trauma and rebalance the power dynamic between participants and authority figures.
DISCLAIMER & ACKNOWLEDGEMENT

THIS IS NOT A CONTRACT OF EMPLOYMENT AND DOES NOT CHANGE YOUR STATUS AS AN AT-WILL EMPLOYEE (I.E., EITHER YOU OR THE NORTH LAWNDALE EMPLOYMENT NETWORK MAY TERMINATE YOUR EMPLOYMENT AT-WILL, AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT PRIOR NOTICE).
NLEN MAY AMEND, CHANGE, OR OTHERWISE DEVIATE FROM THIS JOB DESCRIPTION IN NLEN’S SOLE DISCRETION TO ADDRESS EMPLOYMENT SITUATIONS AS UNIQUE AS THE INDIVIDUALS THEY INVOLVE. NO CONTRARY STATEMENT OR DOCUMENT BY ANY NLEN EMPLOYEE, MANAGER, SUPERVISOR, OR AGENT SHALL HAVE ANY FORCE OR EFFECT UNLESS IT IS IN WRITING, STATES THAT IT IS A “CONTRACT OF EMPLOYMENT,” AND IS SIGNED BY A DULY APPOINTED OFFICER OF THE NORTH LAWNDALE EMPLOYMENT NETWORK (NLEN).

I acknowledge receipt of this job description and disclaimer and have read and understand the contents therein.

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Employee Signature                      Date

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Supervisor’s Signature                  Date