



Front Desk Administrative Associate

The Fresh Air Fund has provided free summer experiences in the outdoors to more than 1.8 million New York City children from low-income communities since 1877. Each summer, thousands of children visit either volunteer host families in rural and suburban communities along the East Coast and Southern Canada, attend six Fresh Air camps in New York's Mid-Hudson Valley, or participate in other outdoor programs run by The Fresh Air Fund. Young people also participate in year-round leadership and educational programs offered by The Fund. In Summer 2020, during the difficult realities of COVID-19 and the economic crisis, The Fresh Air Fund reimagined summer and developed new in-person and virtual program models to support youth in New York City.

The Fresh Air Fund (The Fund) seeks a Front Desk Administrative Associate.

Position Summary

The Front Desk Administrative Associate is the first point of contact for The Fresh Air Fund's guests and program participants. Additionally, this position will participate in a Rotational Program. During the rotational program the Front Desk Administrative Associate will be placed on projects that align with organization needs and allow the individual to work on significant, high-impact work on various teams, including: Development, Finance, Human Resources, Programs and Operations. The ideal candidate is courteous, flexible and knowledgeable of and committed to the mission of The Fresh Air Fund.

The Front Desk Administrative Associate reports to the Chief Operating Officer as well as the NYC Office Operations Manager. This is an in-person position based in our New York City office.

Responsibilities

- Greet all visitors and staff in a professional and welcoming manner;
- Manage main switchboard, screen and direct incoming calls, and monitor main line messages;
- Communicate messages in writing, verbally or electronically, as appropriate;
- Assist in managing general FAF email inbox;
- Maintain a neat and clean front office area and restock program brochures and collateral materials as required;
- Manage all front office deliveries, notifying individuals when deliveries arrive in reception area;
- Manage office supplies and assist with ordering of new inventory as needed in collaboration with NYC Office Operations Manager;
- Manage conference room usage and requests as required;
- Assist in supervising summer Front Desk Administrative Assistants;
- Assist Development Department with donor research projects, mailings and events;
- Ensure an optimal level of customer service to all guests and manage communication with each visitor;
- Assist programs with entering any necessary participant data; and
- Other responsibilities as assigned.

Qualifications

- Associates Degree required; Bachelor's Degree preferred;
- Must be bilingual, English/Spanish or Mandarin;

- Patient and friendly, with a high degree of professionalism and calm under pressure;
- Excellent communication, and organizational skills;
- Ability to interface comfortably with a wide variety of people at various levels within and outside of the organization;
- Ability to maintain confidential information;
- Advanced experience with Microsoft Office Suite (Word, PowerPoint and Excel);
- Ability to handle multiple tasks at once; Keen attention to details and a quick learner;
- Demonstrated interest in gaining a diverse set of experiences working for a youth development non-profit;
- Flexibility to adapt and thrive in a variety of work environments with various leadership styles and teams; and
- A commitment to and enthusiasm for The Fresh Air Fund's mission and work.

All Fresh Air Fund employees must be fully vaccinated against COVID.

Salary & Benefits

The salary range for this role is \$45,000-\$48,000 and is commensurate with experience. The Fresh Air Fund offers a generous benefits package including medical, dental and vision insurance, flexible spending accounts, and employer and employee retirement contribution plans.

Application Instructions

To apply, please submit an application and cover letter at: <https://fafjobs.workbrightats.com/jobs>. Applications without a cover letter will not be considered. We are hiring on a rolling basis and encourage interested applicants to apply as early as possible. No calls or recruiters, please.

The Fresh Air Fund is proud to be an equal opportunity employer, committed to inclusive hiring, and dedicated to diversity in its work and on its staff. We strongly encourage candidates of all identities, experiences, orientations and communities to apply.