



Receptionist Job Posting Announcement

Posting Date: 04/20/2021

Compensation: \$14.00/hr.

Dates of Employment: May 17, 2021 thru September 03, 2021

Location: Hybrid ~ Telework & Onsite at 100 West 23rd Street Baltimore, Maryland 21218

About City of Baltimore, Mayor's Office of Employment Development:

The Mayor's Office of Employment Development (MOED) coordinates and directs workforce development initiatives responsive to the needs of Baltimore City employees and job seekers in order to enhance and promote the local economy. At MOED, we view our mission broadly to deliver *economic justice to our city!* To us, economic justice means creating an equitable workforce system for all residents – especially those who have been generationally and systemically disadvantaged – one that is responsive to their needs and ensures viable economic opportunities. Our vision is for every City resident to maximize his/her career potential and all employers have the human resources to grow and prosper – *a workforce system that works.*

Baltimore YouthWorks Summer Jobs Program is one of the largest summer jobs initiatives in the nation. For the past 5 years, the goal has been to offer 8,000 City youth an opportunity to work and earn wages during the summer months. Built on the unspoken expected reality that a large percentage of black and brown youth would have unequal access to a summer job because of structural and institutional racism, YouthWorks prioritizes those most impacted – youth receiving public assistance, low wage families and youth connected to the Department of Juvenile Service.

Position Overview:

This is an office support position requiring general office duties and clerical tasks. Work is performed under the supervision of a YouthWorks Manager and Data Assistant. Assignments are routine in nature and are carried out in accordance with general work instruction and established office practices and procedures.

Essential Duties and Responsibilities:

- Answer and screen incoming calls in a business professional manner; direct calls to appropriate YouthWorks or MOED staff
- Maintain telephone message log, taking detailed telephone messages to disseminate to staff mailbox or email
- Provide accurate information to the public pertaining to YouthWorks and MOED programs and/or refer inquiries to the appropriate source
- Greet visitors and direct them to the appropriate staff person – by appointment only
- Assist YW Manager, Program Coordinator, Data Assistant and General Clerk with packets, YW System Inquires and mailings

- Maintain a clean work environment
- Operate various office equipment, to include: multi-line telephone system, fax machine, copiers, desk top computer, scanner and shredder
- Represent the Agency and customer service philosophy, policy and procedures with the utmost integrity.

Knowledge, Skills and Abilities:

- Must be capable of completing data entry and search functions using agency, city and state software programs.
- Must have Microsoft Office skills (Excel, Word, Publisher and Access)

Minimum Required Education and Experience:

- High school diploma or equivalency
- One year of office / clerical experience preferred (a combination of education and experience may be substituted for HS diploma)

Additional Requirements:

- Access to a computer or laptop with a microphone and camera and high-speed internet capabilities
- Ability to pass a mandatory criminal background check and drug screen
- Ability to work hybrid scheduled: onsite 2 & virtually 2
- Must be flexible to work mornings and Saturdays when directed
- Standard work schedule for this position is 8:30 am to 4:00 pm
- As directed by Program Manager hours may occasionally change

Interested applicants may apply via this [link](#).

City of Baltimore, Mayor's Office of Employment Development is an Equal Opportunity Employer and Service Provider