



Job Description
Front Desk Managers

Reports to Operations Front Desk Site Supervisor
FLSA Classification Non-Exempt
Part Time Desk Manager

ABOUT BHC: Founded in 1983, Broadway Housing Communities (BHC) is committed to addressing the challenges of poverty and homelessness for adults, children, families and communities in Upper Manhattan. BHC has developed five buildings that provide housing and other services for adults, children and families living in deep poverty; operates an award-winning early childhood center; and provides opportunities for tenants and the wider community to engage with the cultural arts. A fifth project was recently completed in the National Historic District of Sugar Hill and includes 124 units of permanent, affordable housing; an early childhood center; and a children's museum of art and storytelling along with other community facilities.

Position Summary

Reporting to the Operations Front Desk Site Supervisor, this position will provide the full range of tenant services to all children and families living in Broadway Housing Community Properties. The Front Desk Manager oversees dialing operation of the building along with Facilities and Tenant Services staff. The manager's duties include documenting maintenance requests, incidents reports, receiving packages, conducting wellness checks on vulnerable tenants, and ensuring the reception area/lobby are aesthetically maintained. Must be available some nights and weekends.

Essential Functions and Responsibilities

- Provide desk coverage at Broadway Housing's 5 building sites.
- Greet tenants and visitors.
- Answer phones.
- Maintain Front Desk Log.
- Report Tenant/Guest related issues.
- Inform Front Desk Coordinator of incidences during the shift, including any calls to 911.
- Attend Tenant meetings.
- Complete Incident and Observation Reports.
- Place Maintenance/repair request on behalf of tenants.
- Report any incidents of theft or destruction of the property.
- Log all telephone calls and guests comings and goings.
- Log and track all incoming packages.
- Supervise house rules.
- Implement policies and procedures outlined in the Desk Managers Manual.
- Attend all training as assigned.

Essential Qualifications:

- Good communication skills.
- Ability to work a flexible schedule.
- Ability to interact with tenants and visitors.
- Ability to handle conflict in a professional manner.

- Ability to follow directions.
- Ability to relate well to children and parents.
- Must be able to work as part of a team and promote positive staff relations.
- Must have self-initiative.
- Effective verbal Skills.
- Ability to foster meaningful relationships with children, families and community.
- Positive, professional image.
- Must be able to work a flexible schedule.

Preferred Qualifications:

- Prior work experience

Education/Certifications:

- High School

Supervisory Responsibilities:

- None

APPLICATION:

To apply for this position, please email your resume and cover letter with salary requirements to resumes@bhc.org. Applicant review will continue until the position is filled. Please indicate your last name and "Front Desk Manager" in the subject line. No phone calls, please -- we will respond to those candidates whose qualifications are best aligned with the components of this job description.

BHC is committed to providing equal employment opportunity without regard to race, ethnicity, religion, gender identity, national origin, age, citizenship status, marital status, sexual orientation, veteran status, height, weight, or disability.