



FRONT DESK CONCIERGE

The Skillman Foundation, located in Detroit, MI, partners with people to transform the education system, nurturing the brilliance and power of Detroit youth. We believe in People Powered Education. We invest in Detroiters' power to design an exceptional education system, we support equitable education policy advocacy, and we connect the expertise of students and those closest to them with policy movers statewide. Across our 65-year history, The Skillman Foundation has granted approximately \$750 million and has served as a vocal advocate to strengthen K-12 public education, afterschool programming, youth and community leadership, and racial equity and justice. For more information, visit www.skillman.org

The Front Desk Concierge's primary duty is to greet, welcome, and direct all guests who visit the Foundation, answer the Foundation's main office telephone line, and handle any office administration tasks as needed. This role reports directly to the Human Resources and Operations Officer and serves as the Foundation's internal concierge, responsible for organizing and coordinating office operations to ensure organizational effectiveness and efficiency. In addition, responsible for running office management errands upon request and assists with ensuring the Foundation's day-to-day operations, facilities management, office services, and related functions are successfully executed.

PRINCIPAL RESPONSIBILITIES

Duties and responsibilities include, but are not limited to;

Office Management Support

- Welcomes guests, offers refreshments, and alerts appropriate staff of their arrival (where applicable).
- Professionally handles all phone calls and routes callers or answers questions in a timely and courteous manner.
- Leads in maintaining a clean and tidy atmosphere in all common areas of the Foundation's office (both staff and meeting sides) and conducts end-of-the-day office walkthroughs, alerting the manager of any building needs.
- Organize and maintain the Foundation's storage rooms and drawers for
- Have a good rapport with the building security team and maintenance teams.
- Identifies office supply needs and reviews list with the manager before ordering commences.
- Identifies snack supply needs and reviews list with the manager before ordering commences.
- Oversees the stewardship of the Foundation's master and meeting room calendars and drafts regular updates to staff about upcoming events and activities.
- Leads the Foundation's internal recognition program by sending the monthly email alerting staff and working with the team to add names and photos to the staff meeting PowerPoint.



Administrative Support

- Assists with data entry, clerical work, and special projects when assigned by the Human Resources and Operations Officer.
- Prepares, completes, and submits American Express expense reports for the Human Resources and Operations Officer, including maintenance of American Express purchase receipts and cash expenses, along with mileage reimbursement.
- Tracks employee personal time off (PTO) requests, office holidays and distributes monthly PTO reports to staff
- Tracks all staff's birthdays and years of service and creates a festive banner for display to staffers.
- Actively participates in bi-weekly meetings with the manager and the administrative team to:
 - (a) review the Foundation's master and meeting room calendars, highlighting upcoming organizational holidays and internal staff meetings or external meetings,
 - (b) identify, inquire where additional administrative support coverage may be needed, and
 - (c) work to ensure a uniformly excellent office experience for staff and guests.
- In partnership with the Human Resources and Operations Officer and other Foundation staff, may provide scheduling needs, food service coordination, set-up/clean-up, and other administrative support for complex internal/external meetings involving large numbers of participants and/or represented organizations.

PROFESSIONAL EXPERIENCE & REQUIREMENTS

- A high school diploma or equivalent; Bachelor's Degree preferred, with two to four years of experience in customer service or administrative support.
- Superior customer service skills, professionalism and overall positive attitude.
- Experience effectively and efficiently operating a multi-line phone system.
- Proficient on all Microsoft Office Suite products, particularly with Outlook, Word, Excel, and Powerpoint.
- Strong verbal, written, and interpersonal communication skills.
- Strong attention to detail and consistent accuracy when completing tasks.
- Ability to be adaptable, resourceful, and proactive when issues arise.
- Excellent multitasking and time-management skills, with the ability to prioritize tasks.
- This role is in a professional office environment requiring sedentary project work, along with frequent movement throughout the office re-stocking office products, office tidying, and meeting set-up.
- Must have the ability to travel and complete errands outside of the office, as needed.
- Must be able to be onsite at the office up to five (5) days per week and work early mornings, late hours and weekends.

PERSONAL ATTRIBUTES

- Commitment to the Foundation's mission by supporting projects that will have a significant, long-term impact on the lives of Detroit's children;



- Ability to learn quickly; demonstrate integrity/ethics beyond reproach; ability to work well with others; willingness to “pitch in” and assist on any project – big or small; capable of functioning in a fast-paced environment; be well organized and detailed-oriented; willingness to grow with a start-up organization.

HOW TO APPLY:

This is a full-time salaried position. The Skillman Foundation offers competitive salaries and excellent benefits that include medical, dental, vision, flexible spending accounts, a health savings account, a 401k (with a match), life insurance, and disability coverage. The salary range for this position is \$57k-\$69k.

If you are interested, please send a cover letter and resume to hr@skillman.org no later than **Friday, March 14, 2025**. No phone calls, please.

The Skillman Foundation is an Equal Employment Opportunity Employer