



<b>Position:</b>	Front Desk Receptionist
<b>Status:</b>	Full Time, Non-Exempt
<b>Location:</b>	Nashville, TN
<b>Reports To:</b>	VP of Operations
<b>Updated:</b>	November 2023

The Nashville Entrepreneur Center (NEC) is a 501(c)3 non-profit organization founded in 2010 to support people and businesses through all phases of the entrepreneurial lifecycle. We exist to help make Nashville the best place to start and grow a business by increasing the likelihood of success for entrepreneurs. We are seeking a full-time Front Desk Receptionist to join our Nashville-based team.

## ABOUT THE ROLE

The Front Desk Receptionist is our members', visitors', and callers' first impression. This individual will be responsible for essential Front Desk tasks such as welcoming people to the NEC, answering questions, educating people on our organization, directing people to the right rooms and resources, validating parking, receiving mail, and answering the phone. We are seeking a warm, welcoming individual who can build personable relationships with our community, manage the flow of traffic through the building, maintain a presentable front desk space, and efficiently support the needs of our team and community.

### Administrative Responsibilities

- Serve as the face of the organization, offering friendly service and help to callers and visitors
- Greet people entering the building, answer any questions, provide directions, address needs, and alert staff when someone is there to meet or visit them
- Answer incoming calls on our main line, directing them to the proper team member, taking messages, and advising callers as needed
- Manage all incoming emails via our main email account
- Accept deliveries and mail, organize them to be distributed to the correct recipients, and ensure they get to the recipient promptly while also managing outgoing mail and packages for pickup
- Scan incoming bills and donations for the NEC, directing each to the proper recipients
- Maintain the reception area, keeping it clean and free of clutter
- Perform facility open and close procedures each day and support management of our door-locking schedule
- Assist in managing office inventory
- Collaborate with the Facilities Coordinator to provide service during on-site events
- Handle filing, data entry, or other administrative tasks as requested by the CEO, leadership team, or other staff

## Member Services & Membership Management

- Schedule and lead 1-on-1 tours with prospective members, educating them on our various offerings, including memberships, programs, and mentorship
- Enlist new members and program participants by answering questions and providing information in a manner that gets people excited about being part of the NEC
- Support members with new registrations and account changes as needed
- Collaborate with the Facilities Coordinator to manage member accounts, including account registrations, notices, and cancellations
- Assist in member communications (including upcoming events, facility updates, and any other pertinent information) via in-person communication and managing display screen content throughout the building
- Perform other duties as assigned

## ABOUT YOU

The ideal candidate for this position thrives in an agile environment and is:

- Outstanding interpersonal and communication skills, both oral and written
- Organizational skills with a keen attention to detail and excellent time management capabilities
- Collaborative team player who enjoys helping others
- Able to work independently, as well as with a team

Other qualifications include:

- Passion for the NEC's mission
- High school diploma or GED required. Bachelor's degree preferred
- Computer proficiency, including Google Suite and/or Microsoft Office
- Non-profit experience preferred
- Two years of training or experience in customer service and office work preferred

## ADDITIONAL JOB INFORMATION

This is a full-time, onsite, non-exempt position based in Nashville, TN.

- The NEC Office is located at 41 Peabody Street and, outside of holidays, is open from 8 am-5 pm Monday through Thursday and 8 am-4 pm on Friday
- The Front Desk Receptionist is responsible for opening and closing the facility each day
- Hourly wage ranges from \$15-20/hour based on experience
- Typical hours per week range from 40-50, with overtime pay for any hours beyond 40
- Comprehensive benefits package available for full-time employees, including medical insurance (employee-only coverage high deductible medical plan option available at no cost to employee), company-paid life insurance, and an employee assistance program with dental, vision, and disability options
- 15 annual holidays
- Due to the NEC's community presence and coworking space, being onsite daily is required for this role to ensure smooth daily operations and regular interaction with those we serve

## ABOUT THE NEC

### Our Mission

Grounded by our values, we're on a mission to help make Nashville the best place to start and grow a business by increasing the likelihood of success for entrepreneurs. We're proud to be a steward of Nashville's entrepreneurial legacy by lifting the entrepreneur's voices and telling stories that celebrate how they make our world better and teach others as they give back – keeping the cycle of entrepreneurship alive.

### Our Culture

We strive to be as innovative as the founders we support. Our team is highly collaborative and flexible. We take initiative to help each other and our community outside the bounds of department or expertise. Most importantly, we are driven to serve Nashville entrepreneurs, make entrepreneurship accessible to all, and continue our legacy of positive impact.

### Our Values

- Innovative: we help turn ideas into action
- Excellent: we strive to be exceptional, best in class
- Results-driven: we are action-oriented
- Trusted: we are reliable and approachable
- Inclusive: we make the extra effort to make sure everyone is welcome
- Adaptive: we are agile in response to changing circumstances

**To apply please go to [www.ec.co/careers](http://www.ec.co/careers).**

The Nashville Entrepreneur Center values a diverse workplace and strongly encourages all genders, people of color, LGBTQ individuals, people with disabilities, members of ethnic minorities, foreign-born residents, and veterans to apply. The NEC is an equal opportunity employer. Applicants will not be discriminated against because of race, color, creed, sex, sexual orientation, gender identity or expression, age, religion, national origin, citizenship status, disability, ancestry, marital status, veteran status, medical condition, or any protected category prohibited by local, state or federal laws. Those applicants requiring reasonable accommodation to the application or interview process should notify a representative of the organization at [hr@ec.co](mailto:hr@ec.co).