



Receptionist

At Multi-Service Center (MSC), we believe that equity, connection, diversity, integrity and belonging make us a stronger team to achieve our goals. Our mission is to uplift communities by increasing equitable access to advocacy, opportunities, and well-being. By joining MSC, you too, can be part of the team that works to empower individuals and help create thriving communities. If you are looking for something that contributes to your sense of purpose and impacts our local community, then you will want to know more about us, our values and culture, and our opportunity.

We offer a comprehensive benefits package that includes a choice of two health plans, dental and vision plan paid by the employer; life insurance (1X annual base pay) and long-term disability insurance (60%); FSA, HRA; 401K; 3 weeks of vacation to start, 12 days sick leave and 14 paid holidays including your birthday; Family building benefit up to \$3,000, and a Sabbatical program for tenured employees. You can find more information on the [Careers Page](#) of our website.

The Receptionist provides clerical and reception services to programs at the Kent location. The primary responsibilities include answering phones and greeting walk-ins. Direct callers and customers to appropriate Programs and provide information and referral assistance.

Status, Schedule, Location:

- Non-Exempt, Regular, full-time.
- Monday to Friday 8:30 AM to 5:00 PM.
- Location
 - **KENT:** 24437 Russell Road, Suite 200 Kent, WA 98032

Wage/Salary Range:

- Salary Grade 10: **MIN \$21.80 - MID \$24.81** MAX \$ 28.52
- The ranges shown should be used as an estimate and are affected by many factors, including the critical need of the position, your overall experience and qualifications, and other considerations.
- **At the moment of hire, the salary will be determined based on your qualifications and experience, with consideration given to a range extending from the minimum to the midpoint.**

Overview of Responsibilities:

Reception and Customer Service:

- Answer phone lines, take accurate messages, and route calls to appropriate personnel.
- Greet walk-in customers and the public in a friendly and professional manner and direct them to appropriate personnel.
- Use the IVR scheduling system to search for customers when they check at the front desk. Log-in Energy Assistance customers during Energy season and alert Energy Counselors of customer arrival.
- Be familiar with agency services and provide accurate information and referral services to people over the phone and in person.
- Be familiar with all agency services available in the community, throughout King County, and direct customers or callers accordingly.
- Restock brochures and other information in the lobby, such as business cards.
- Help callers and walk-in customers define their service request to refer them to the proper program.
- Maintain a clean and organized lobby, kitchen, and conference room area, ensuring spaces are welcoming and ready for daily use.

Administrative Support:

- Use the Intranet Calendar to help track meetings held in the Kent office.
- Update staff and guest sign-in logs daily.
- Track staff as they leave the building and return.
- Receive customer paperwork and process timely (i.e., Customer Paperwork Drop Off Form, donation and rent checks) and process timely in accordance with procedures.
- Collect checks and money orders for housing, feed the spreadsheet, and make copies of them to have emailed them to Finance.
- Route incoming faxes to staff mailboxes, assist with outgoing faxes, if necessary, maintain fax machine, i.e., fill with paper, change cartridge.
- Date stamp and distribute mail and inter-office mail as directed.
- Change the date on the fax stamp daily.
- Order monthly supplies for the Kent Office, including copier paper and other general office supplies.
- Manage general office voicemail for days off and closings.
- Use disinfecting wipes daily to clean the front desk, phones, front door handles, chairs, tables, break room, water plants, and fill fountain.
- Ensure doors are locked, and offices are empty and set the alarm before leaving the building.
- Serve as the point of contact for facility or equipment issues—submit service requests and create tickets for maintenance or technology needs (e.g., copier or stamp machine repairs, cartridge orders, or facility maintenance).
- Monitor office equipment and coordinate with vendors or internal teams to ensure timely resolution of issues.
- Perform opening and closing procedures for the Kent site, ensuring doors are locked, alarms are set, and the facility is prepared for operations.

Additional Responsibilities include the following.

- De-escalate callers and walk-in customers who are upset or frustrated to direct them to the proper personnel.
- Participate actively in all-staff agency events and meetings.
- Punctual and regular attendance is an essential responsibility.
- Attending training as requested.
- Travel to MSC (Multi-Service Center) offices and program meetings throughout south King County and the city of Seattle.

Requirements

- High School Diploma or GED is required.
- One year of experience as a receptionist in non-profit or social services is required. Candidates with experience in other fields would be considered with at least two years of experience.
- Knowledge of multi-line phones and excellent phone manner, willingness to learn.
- Minimal basic computer skills, ability, and willingness to learn.
- Proven experience and expertise in de-escalation techniques.
- Proficiency with Microsoft Office 365 experience including OneDrive, Outlook email, and calendaring, and standard Office applications.
- Demonstrates professionalism and courtesy when interacting with clients, staff, and the public. Communicates clearly and effectively to ensure positive experiences and accurate information exchange.
- Shows understanding, empathy, and self-awareness when working with diverse individuals and situations. Maintains composure and professionalism in challenging interactions.
- Exhibits consistent dependability, integrity, and accountability in all aspects of work. Maintains confidentiality and upholds organizational values.
- Effectively manages time, tasks, and priorities in a fast-paced environment. Uses sound judgment and initiative to solve problems and maintain efficiency

Join our mission!

To apply, please send your resume and cover letter to jobs@mschelps.org

No phone calls, please.

Multi-Service Center is committed to creating a diverse and inclusive environment. MSC is proud to be an Equal Opportunity Employer. MSC welcomes all qualified applicants and will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.