



**Position Available:** Receptionist (Part-Time)

**Overview of the Organization:**

Chhaya is the only South Asian and Indo-Caribbean Community Development Corporation (CDC) in the nation. We are dedicated to building strong, equitable and thriving South Asian and Indo-Caribbean neighborhoods in New York City guided by a commitment to community empowerment and self-determination. We achieve our vision by advancing housing, small business, and economic stability and justice for our communities. Since our founding in 2000, Chhaya has helped prevent hundreds of foreclosures; assisted first-time homebuyers in obtaining thousands of dollars in down-payment assistance, led the basement legalization campaign in New York City, provided individuals with key immigration services, empowered families with financial management tools and skills, and fostered the civic engagement of thousands of South Asian and Indo-Caribbean New Yorkers. As a leader in New York City's housing and economic justice sector, Chhaya is poised for significant organizational growth and development. Our main office is in Jackson Heights and we have a second location in Richmond Hill - two neighborhoods in Queens with vibrant South Asian and Indo-Caribbean communities.

**Summary of the Position:**

We are seeking a friendly and organized receptionist to join our team. The ideal candidate will be the first point of contact for visitors and clients, providing excellent customer service and maintaining a professional and welcoming reception area. The receptionist will also handle administrative tasks to ensure the smooth operation of daily activities.

The part time receptionist is required to be in person five days a week from 9:30 AM to 1:30 PM and will report to the Director of Administration. Position will be located in Jackson Heights. There may be hours required in our Richmond Hill office as well.

**Key Responsibilities:**

Greet Visitors:

- Welcome visitors and clients with a positive and professional demeanor.
- Direct visitors to the appropriate person or department.
- Maintain a tidy and organized reception area.

Answering Phones:

- Manage the phone shift with clients calling in about programs and appointments
- Manage incoming calls and route them to the appropriate staff members.
- Take accurate messages and ensure timely delivery to the intended recipient.

Administrative Support:

- Assist in administrative tasks such as sorting and distributing mail, filing, and data entry.
- Coordinate and schedule appointments and meetings.
- Assisting with special events
- Organization and general maintenance in the office

Customer Service:



**chhaya**

Community Development Corporation

- Provide excellent customer service to guests and clients.
- Address inquiries and provide information about the organization.

Communication:

- Communicate effectively with internal and external stakeholders.
- Relay important information to the relevant parties in a timely manner.

As a member of the Chhaya staff, additional responsibilities may be added related to special events, critical initiatives, and other special cases that require full staff participation (some evenings and weekends). Further, as a Chhaya team-member, every employee is expected to help further the organization's mission by building a work-culture centered around ownership, accountability, fairness, inclusiveness, and fun.

**Qualifications:**

- Fluency in Bangla and/or more South Asian languages preferred
- Good writing and computer skills
- Ability to work on multiple projects in a deadline-driven environment
- Proficient in communication and administrative skills
- A self-starter with an entrepreneurial spirit and willingness to wear “multiple hats” if and when needed
- Familiarity with South Asian & Indo-Caribbean communities in New York is desirable
- Sense of humor – a plus

**Salary Range:** 20 hours per week at \$20 per hour

**To Apply:** Please send a cover letter, resume and two references to [careers@chhayacdc.org](mailto:careers@chhayacdc.org) with the subject line “Part time Receptionist– Application.”

Applications will be accepted until April 15, 2024. Only applicants under consideration will be contacted. No phone calls please.

*Chhaya CDC is an equal opportunity organization that celebrates and embraces diversity. Chhaya does not discriminate on the basis of caste, race, religion, color, sex, gender identity, sexual orientation, age, or any other identities covered by appropriate law. All employment is decided on the basis of qualifications, merit, and organizational need.*