



21 ACRES Center for Local Food & Sustainable Living

Visit Us Online: www.21acres.org 13701 NE 171ST ST. Woodinville, WA 98072

JOB ANNOUNCEMENT: **Reception Administrator**

Reports To: Administrative Manager; Salary Range: \$12 - \$17/DOE

Workweek: Tuesday - Saturday

Who Are We?

21 Acres is a dynamic non-profit educational organization on a campus located in Woodinville, Washington. Our work focuses on supporting and encouraging efforts to build a strong local food system, and we enjoy our jobs in one of the first LEED Platinum certified buildings in the Seattle area. Our staff takes great pride in making mindful choices in everything we do: how we go about conducting learning activities, the way in which we farm, the decisions surrounding what our market sells, and the choices behind food preparation in the kitchen. We are hyper-vigilant when it comes to the three pillars of sustainability and attempt to enact these.

What is the Opportunity?

Do you have experience and expertise as a front desk rock star to handle client-facing duties as well as general office management tasks? Do you enjoy working in a healthy indoor environment along with a sprinkle of outdoor duties? Do you enjoy food, farms and education, and desire to work in a friendly environment centered on all of these? Do you want great benefits including health/dental/vision insurance, 401K, and farm market discounts & perks, as well as tuition assistance? If so, you have found your job! 21 Acres is looking for an ideal candidate with excellent communication and multi-tasking skills, as well as a 24/7 positive attitude, for a full-time (Tuesday through Saturday) position.

When guests call or walk into our lobby, we want them to find a friendly, smiling face and helping hand, as well as intuitive knowledge of the 21 acres' mission and how it enhances our community. The ideal candidate has a positive attitude and strong work ethic, which will allow you to interact comfortably and graciously with guests, volunteers and staff. Your calm countenance during busy, chaotic or emergency situations will keep the front desk flowing like a well-oiled machine.

Our perfect candidate **MUST** love People, **MUST** be amazing with Customer Service, **MUST** be really Well Organized; if you have an Over-Achieving Attitude and Enhanced Work Ethic on top of that, the job, along with great benefits, is yours!

Regular Duties Day-to-Day on Campus:

- Promote positive, proactive interactions with staff and public by greeting visitors, both adults and youth, from diverse cultural backgrounds, in person or on the phone with a friendly smile and sincere welcome.

- Use a positive and clear speaking voice, listen to and understand requests, respond with appropriate action and provide accurate information such as mission, class, event, and registration information.
- Direct visitors by fielding questions and issues. Listen and extend assistance to resolve problems. Maintain directories and resources. Give instructions and brief tours, and effectively communicate sustainable living information.
- Determine needs for smooth daily operations, and proactively fulfill those needs by assuring procedures are followed, but always looking for a win-win solution.
- Be our “amazing resource and asset” knowing where everyone is, what they are doing and how you can help by conducting thorough research to develop the most effective solutions.
- Maintain continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
- Build effective working relationships with individuals inside and outside the organization.
- Demonstrate continuous effort and use of independent judgment to improve operations, streamline work processes, and manage office equipment (example: Ricoh copier, electronic reporting and recording systems, T-Sheets, Food Corridor).
- Maintain a clean, orderly and safe, as well as aesthetically pleasing reception area.
- Assist with newsletters, copying, scanning, distribution of correspondence and fliers.
- Maintain and compile information, procedural manuals, and update lists, calendars, and files both paper and electronic; data entry as needed.
- Assist in the ordering, receiving, stocking and distribution of office supplies.
- Create and maintain an effective system for tracking, monitoring, reporting, and prioritizing tasks and projects.
- Willing attitude to learn and understand the mission statement and promote the organizational values.
- Other duties as assigned.

What Are We Looking For?

- Associates degree preferred, but high school diploma accepted with some college or equivalent experience
- 1+ year experience as a Receptionist or Administrative Assistant
- Ability to read, write, and communicate in English.
- Professional, strong, and effective interpersonal skills applied through all levels of an organization and able to work with diverse groups.
- Superb attention to detail, strong organization skills, strong prioritization skills and professionalism.
- Ability to understand and follow instructions accurately and in a timely manner.
- Must be proficient with technology (e.g. WORD, Excel, Google Drive, Google Calendar, and social media.). Must know or able to learn T-sheets and Food Corridor administration, as well as immediately handle multi-line phone.
- Ability to properly and accurately maintain paper and electronic filing systems.
- Knowledge, enthusiasm, and representation of the sustainability lifestyle.
- Ability to work in sometimes hectic work environment and be innovative.
- Must have sense of humor, flexible and adaptable attitude, along with willingness to learn and have fun.
- Strong typing skills.
- Able to work occasional flex hours as needed for special events.
- Exhibit regular and timely attendance.
- Must pass Background check.

What Can You Expect?

21 Acres is a collaborative work environment of vibrant, passionate people with doors thrown open to greet and educate our community. No two days are the same on our campus!

Working Conditions

The physical demands and work environment described below represent the activities and surroundings of the position necessary to successfully perform the essential functions of this job.

The 21 Acres facility is a LEED Platinum certified building that facilitates a learning environment for sustainable and regenerative living. Tours and general work involve maneuvering over unpaved and uneven grounds, some of which is farmland. The work environment sometimes has a moderate noise level.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position frequently involves mobility between first and second floors, and the outdoors; reaching, bending, grasping, lifting, pulling, pushing, standing, kneeling, squatting, and twisting; ability to lift and carry items up to 35 lbs.

Equal Opportunity Employer

As an equal opportunity employer, 21 Acres is committed to the recruitment, retention and development of a diverse, multi-cultural work environment. 21 Acres does not discriminate in employment on the basis of age, race, creed, gender, religion, marital status, national origin, disability, or sexual orientation.

How Do I Apply?

Apply Correctly! The following Application Materials **MUST** be in **one** PDF document; incorrect formatting may exclude your resume from consideration.

- A detailed cover letter in which you explain how you meet the position requirements and please tell us the most interesting, challenging, or fun encounter you have had in your customer service work experience and how you resolved the issue.
- Your chronological resume including relevant work experience, skills and education.
- The names and contact information for two professional references in your resume.

Qualified Candidates will be contacted for an initial phone interview. Send PDF document to: Deb Sternagel, HR Manager, deb@21acres.org

Position open until we have found the perfect candidate.