Employment Announcement: Receptionist and Operations Assistant

About the Fund

Founded in 1940, the Rockefeller Brothers Fund (RBF) advances social change that contributes to a more just, sustainable, and peaceful world. The RBF’s grantmaking is organized around three themes: Democratic Practice, Peacebuilding, and Sustainable Development. Though the Fund pursues its three program interests in a variety of geographic contexts, it has identified several specific locations on which to concentrate cross-programmatic attention. The Fund refers to these as “RBF pivotal places”: subnational areas, nation-states, or cross-border regions that have special importance with regard to the Fund’s substantive concerns and whose future will have disproportionate significance for the future of a surrounding region, an ecosystem, or the world. The Fund currently works in three pivotal places: China, the Western Balkans, and Central America. The Charles E. Culpeper Arts & Culture program, focused on New York, nurtures a vibrant and inclusive arts community in the Fund’s home city.

Through its grantmaking, the Fund supports efforts to expand knowledge, clarify values and critical choices, nurture creative expression, and shape public policy. The Fund’s programs are intended to develop leaders, strengthen institutions, engage citizens, build community, and foster partnerships that include government, business, and civil society. Respect for cultural diversity and ecological integrity pervades the Fund’s activities.

Position Summary

The Rockefeller Brothers Fund (RBF) seeks a Receptionist and Operations Assistant to assist the Operations team in ensuring the RBF office runs smoothly and efficiently. The Receptionist and Operations Assistant will manage reception, including answering calls and announcing guests, while maintaining professional decorum. The incumbent will maintain meeting room operations and café services, including food and beverage coordination and supervision of temporary café support staff as needed alongside the Operations Associate.

This role reports to the Director of Operations.

The starting salary for this role is $54,000.

Key Responsibilities

Reception Duties and Café Support

- Prepare office for daily operations by emptying dishwashers, tidying all counters, and performing other relevant tasks to ensure a professional office environment.
- Answer, screen, and direct calls, as necessary, through the RBF mainline. Review voicemails and attend to callers’ messages.
• Greet visitors, offer guests refreshments, and inform staff of the arrival of their guests and deliveries.
• Monitor the office security cameras on the designated iPad; respond to emergencies as appropriate based on office protocols.
• Organize communal lunches on behalf of the Human Resources department, partnering with the Wellness Committee as needed.
• Place catering orders and requests for messenger services and car vouchers on behalf of staff as needed.
• Process requests for messenger services and car vouchers, when needed.
• Ensure RBF literature is available at the front desk area, e.g., brochures, daily newspapers, etc.
• Function as the primary backup for the Operations Associate with mailroom and café responsibilities.
• Maintain and replenish café snacks, e.g., dried fruit, nuts.
• Track receipts from internal meetings and vendors and prepare receipts for approval by the Director of Operations.

**Office Administrative, Workplace Safety & Other Duties**

• Support the Director of Operations with all office safety and security initiatives, including ensuring safety and security equipment are functioning properly and only authorized persons are in the office.
• Attend The Interchurch Center fire safety training as a core member of the RBF’s safety committee.
• Regularly inspect and ensure all emergency bags have all required safety content.
• Maintain the office phone directory.
• Maintain shared storage room in an organized form.
• Manage and update the Operations team page on the RBF’s intranet and draft and post announcements, as needed.
• Stay up to date on office policies/procedures and assist staff in maintaining them.
• Be active and engaged in proposing solutions to common workplace concerns.
• Assist staff with clerical work, including filing, as needed.
• Maintain current vendor relationships, files, and contacts and assist in vendor and product research.
• Assist with small repairs and run errands when needed.
• Process all invoices associated with the Receptionist and Operations Assistant role.
• Partner with the Director of Operations to manage periodic informal office gatherings that facilitate intentional culture building.

**Skills and Abilities**

• Experience as a receptionist and strong solutions-focused customer service orientation.
• Efficient verbal and written communication skills.
• Ability to exercise independent judgment, work under deadlines, and adapt to changing priorities.
• Knowledge of usage and maintenance of office equipment e.g., fax, copiers, printers, audiovisual equipment.
Experience with Pitney Bowes postage machine and processing of mail, including postal rates, bulk mail, parcel post, books, international mail, special delivery, and certified mailing procedures.

• Excellent organizational and interpersonal skills.
• Proficiency in relevant software applications, including MS Office (Word, Excel, Outlook, etc.), ability to effectively use the internet, and aptitude in developing competency in the use of applicable institutional software such as Box, SharePoint, Angus System, etc.
• Ability to move, lift, push, and pull heavy items up to 60 pounds.
• Knowledge of sustainable office maintenance and housekeeping practices and products.
• Experience in office safety and security protocols.

Education, Experience, and Knowledge

• Associate degree with two years of related work experience, or high school diploma with four years of equivalent work experience.

Expectations of All Positions

Each employee is expected to:

• Understand and support the philanthropic mission of the RBF.
• Respect and value those who partner with or request assistance from the RBF.
• Manage the resources of the RBF in a manner that maximizes the funds available for charitable activity.
• Advance diversity, equity, and inclusion efforts in core responsibilities and institution-wide efforts.
• Respect the contribution of each employee of the RBF and support colleagues in fulfilling their individual responsibilities.
• Appreciate differences in perspectives and points of view and work collaboratively with colleagues toward shared goals and objectives.
• Commit time to RBF activities and conversations that strengthen the Fund’s culture and improve its effectiveness opportunity in all work relationships.

Application Process

The Rockefeller Brothers Fund is an equal opportunity employer and invites applications from candidates regardless of race, gender, national origin, sexual orientation, age, disability, or religion. The RBF is committed to becoming an anti-racist and anti-sexist institution (read more here). We offer a competitive salary based on the responsibilities of the role, a generous benefits package, and a pleasant work environment.

This role is expected to report to work at Rockefeller Brothers Fund office (475 Riverside Drive Suite 900, New York, NY) unless noted otherwise.

To apply, please send a letter explaining your interest in the position and qualifications along with a resume to vacancy@rbf.org. Include Receptionist and Operations Assistant in the subject line of your email. No telephone or fax inquiries, please. Application deadline is December 23, 2022.

For additional information, please visit our website at www.rbf.org.