Front Desk Receptionist
Maryland State Education Association – Annapolis, MD

ABOUT MSEA: Maryland State Education Association (MSEA) is the Maryland affiliate of the National Education Association (NEA). MSEA is a union and professional association headquartered in Annapolis, Maryland representing more than 74,000 educators and school employees working in Maryland's public schools. MSEA is dedicated to improving the teaching and learning experience; negotiating professional compensation and advocating for increased education funding and working conditions for public school employees; promoting academic achievement for all students; and protecting labor, civil and human rights for all.

Job Summary/Description:
The receptionist is responsible for greeting employees, guests and visitors, answering the phone, and performing light administrative duties. This position is also responsible for the processing of outgoing and incoming mail and assists in the preparation of materials for various events. This is a full-time non-exempt position in the staff union, reporting to the Managing Director of Human Resources, with a work schedule of Monday – Friday.

Responsibilities:

- Greet visitors in a prompt, courteous and professional manner;
- Operate multi-line telephone console;
- Maintain lobby electronic message board;
- Communicate messages to officers, staff and members;
- Ensure receptionist desk and nearby common area is kept neat and clean;
- Sort and distribute incoming mail;
- Collect, package, weigh and post outgoing mail;
- Communicate with U.S. Postal Service, UPS and other carriers to address processing issues and cost control;
- Track overnight and express mail;
- Assist in preparing and distributing materials for meetings and workshops;
- Provide assistance in other departments as needed with data entry, data verification, research, copying, and filing; and
- Perform other duties as may be assigned.

Qualifications:

- Minimum High School Diploma or equivalent;
- Minimum one-year receptionist experience;
- Experience working in a mailroom preferred;
- Experience with Microsoft Office Suite and Outlook, including proficiency in Microsoft Word and Excel;
- Ability to operate multi-line telephone console;
- Ability to operate mailing system and associated software;
- Ability to operate and troubleshoot issues with commercial printer;

- Must be reliable and timely;
- Excellent communication and interpersonal skills;
- Strong customer service skills;
- Professional and courteous demeanor;
- Ability to acquire sufficient knowledge of Association programs to provide timely and accurate responses and referrals to appropriate people; and
- Ability to work as instructed or in accordance with established guidelines.

Application Procedure: To be considered for this position, please download and complete an employment application on the career site of www.marylandeducators.org and submit along with a cover letter and your resume to *careers@mseanea.org*..