



International House

Position Description:

Position Title: Claremont Desk Attendant
Office: Public Safety/Resident & Guest Services
Reports To: Desk Services Manager

About International House

Founded in 1924 by John D. Rockefeller Jr. and the Cleveland H. Dodge family through the initiative of Harry and Florence Edmonds, International House is a residence for postgraduate scholars and trainees in New York City with a mission to prepare leaders for the global community. International House is home typically to more than 700 carefully selected graduate students and young professionals annually – representing 100 countries and more than 70 top schools and businesses. We provide an unrivaled opportunity for our Residents to thrive through daily interactions in a culturally, politically, and economically diverse environment and programs designed to expand the world views of these emerging leaders. We believe that leadership guided by the core values of the International House experience – Respect, Empathy, and Moral Courage – can create a more just and peaceful world. Learn more at www.ihouse-nyc.org.

Job Overview

Our Organization requires the talents and skills of an experienced Guest Services Desk Attendant. The successful candidate should be outgoing and friendly with a gregarious personality and a natural talent for customer service. We want our Resident Members and guests to feel comfortable approaching our team for assistance of any kind. As the ‘face’ of our Organization, the successful candidate will be presentable and friendly, with outstanding people skills. You should have a talent for multi-tasking, with excellent communication and organizational skills to match.

Responsibilities and Duties

- Maintain Arrival and Departure logs of all visitors, contractors, consultants and deliveries for distribution to Facilities, Public Safety, Admissions, Mail Services and Housekeeping.
- Properly issue overnight guest passes with accurate information and properly initialed to resident guests. Information regarding the resident and guest should be entered into the overnight guest database with accuracy and the Guest ID card should be properly filed to complete the registration.
- Properly complete daily shift reports with accurate information to account for all activity during the shift.
- Must be able to receive and properly transfer phone calls to the appropriate department or staff member requested. All calls must be answered within a reasonable time, followed by a professional greeting.
- Coordinate with Public Safety Officers concerning security issues such as entrance security, guest policies, internal/ external events, emergency procedures, and resident & employee safety.

Qualifications

- Candidate must have a High School diploma



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- Candidate must have a minimum of 2 years' proven experience in a similar role.
- Candidate must have a good understanding of office administration and experience with administrative and clerical procedures.
- Candidate must be flexible to work Saturdays and Sundays (12am – 8am shifts.)
- Candidate must have excellent computer skills, including a high degree of proficiency in Microsoft Word, Excel, Outlook, and PowerPoint.
- Candidate must speak fluent English, and have excellent written and verbal communication skills.

How to Apply:

Please submit a cover letter and resume via e-mail to mtrifault@ihouse-nyc.org with “Claremont Desk Attendant” in the subject line. The application deadline is October 15, 2022 (or until the position is filled).

International House provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics.

In addition to federal law requirements, International House complies with applicable state and local laws governing nondiscrimination in employment. International House expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status.