



## Dakota Woodlands Job Posting Receptionist

**Job Title:** Receptionist  
**Hours:** Mon-Fri 8-4pm  
**Pay Rate:** \$17.00/hour

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### Organizational description

Dakota Woodlands is a nonprofit human services organization located in Eagan, MN that provides shelter and supportive services to families experiencing homelessness in Dakota County. Dakota Woodlands offers a safe and friendly environment for families to transition from being homeless to finding sustainable and independent housing. Families staying at Dakota Woodlands receive nutritious meals, private bedrooms, personal care products, seasonal clothing, and an opportunity to learn life-building skills through an educational curriculum which helps them be successful on their own.

Dakota Woodlands is committed to practicing diversity, equity and inclusion as an organization, and embedding this approach in everything that we do. We welcome candidates who identify as BIPOC, LGBTQ, and people of all genders.

### Position Overview

The Receptionist acts as a positive initial contact to the general public and handles all responsibilities pertaining to the front office including answering the telephone, greeting guests, providing information and referrals, and providing overall support to the operations of the shelter.

### Areas of Responsibility:

- Greets guests and provides information in a helpful and respectful manner.
- Answers telephone appropriately, provides assistance, transfers calls appropriately, and records complete and helpful messages.
- Maintains a neat, orderly work environment and inviting reception area, in addition to adjacent visiting areas, entrance ways and lounge to ensure cleanliness, proper maintenance, and the elimination of any safety hazards.
- Sort mail on a daily basis and forward to the appropriate individuals. Provides clerical support as needed to assist with administrative and programmatic needs.
- Receives donation of products according to procedures, completes forms and information helpful for agency records and acknowledging donor's gifts.
- Assists with orientating and directing volunteers.
- Serves as a team member and performs tasks both apparent and delegated.
- Other duties as assigned.

### Qualifications:

- Excellent verbal and written communication skills; strong computer and general office skills.
- High school diploma or GED required, some college preferred.
- Experience working with people of diverse economic, religious, cultural, gender backgrounds.
- Experience working with families in a residential setting a plus.
- Sensitive, caring, flexible, open-minded, mission-driven.

- Able to work individually supporting staff and volunteers.
- Ability to assess a crisis situation and respond appropriately.

**To Apply:** Email cover letter and resume to [ken@dakotawoodlands.org](mailto:ken@dakotawoodlands.org). Applications will be reviewed as received and opportunity will be closed when a qualified candidate accepts the position.