



## **Manager of First Impressions**

**Position:** Manager of First Impressions

**Location:** New Rochelle, New York (30 minutes north of Manhattan)

**Start Date:** Position to Start in February 2012

### **Description**

Cross-Cultural Solutions (CCS) is a non-profit organization that operates international volunteer programs around the world in partnership with sustainable community development. The Manager of First Impressions plays an integral role in the work of Cross-Cultural Solutions by ensuring that every caller and visitor to CCS has a positive first impression. This position also provides administrative support to departments across CCS, such as inputting information, managing daily mailings, and handling administrative bills.

### **Responsibilities**

As part of the Support Services Department, the Manager of First Impressions is responsible for greeting every caller and visitor to the CCS office in a positive, professional, and helpful manner. The Manager of First Impressions is responsible for responding to every incoming phone call into the organization and directing each caller to the appropriate department. This position is also responsible for opening and distributing daily incoming mail to the organization, printing and compiling daily outgoing mailings from the organization, and handling other administrative support functions, as requested.

### **Qualifications**

Confident and upbeat.

Detail-oriented and excellent at multi-tasking.

Strong verbal, written and interpersonal communications skills.

Office work experience is desirable, particularly in an environment requiring extensive telephone communications.

Experience working with Outlook, Word (Windows), Excel, and the Internet is a plus.

### **Salary/Benefits**

Starting salary of \$30,000, based on education and relevant professional experience. Performance review after 6 months of employment includes compensation review. Full benefits package after 90 days of employment includes: full medical; 401(k) plan; paid vacation, sick leave, & holidays. Other benefits include family travel & health membership discounts, credit union membership, educational assistance plan, short and long-term disability insurance, and optional supplemental insurance coverage.

### **How to Apply**

For consideration, please submit a **cover letter and resume**, attention Recruiting Director, by:

Email: [careers@crossculturalsolutions.org](mailto:careers@crossculturalsolutions.org)

Mail/Fax: Cross-Cultural Solutions

2 Clinton Place, New Rochelle, NY 10801 USA