



## **Job Description: Front Desk Receptionist (On-Call, Hourly, Non-Exempt Position)**

### **Organization Overview:**

The Oakland Asian Cultural Center (OACC) is a community cultural center established to promote Asian Pacific American (APA) arts, culture and heritage. OACC believes that the arts and cultural heritage are essential to building and sustaining vibrant, healthy communities. OACC was founded in 1984 by a coalition of volunteers who recognized the need for a strong artistic and cultural force in Oakland Chinatown. Since opening its own facility in 1996, OACC has presented countless performances, classes, and exhibits to promote the understanding of APA arts and culture, as well as educate the community about the contribution of APAs to local history. For more information on the agency, please see [www.oacc.cc](http://www.oacc.cc).

### **Receptionist Job Description:**

Serves visitors by greeting, welcoming, and directing them appropriately; notifies OACC personnel of visitor arrival; maintains class payments, office supplies, and monitor security and telecommunications system.

### **Responsibilities:**

- Welcome guests & students and directing them to the correct place or to the appropriate staff member
- Answer inquiries in-person/phone/email from the public
- Assist OACC staff by transcribing text, copying documents, and inputting data when needed
- Keep track of OACC's calendar schedules and provide most up-to-date information to guests and teachers
- Handle payments through cash, credit card, and checks and make accurate records for bookkeeping
- Stock supplies for front desk, lobby, and office
- Open and distribute mails
- Other tasks as assigned

### **Qualifications:**

- Customer Service Experience
- Experience exercising discretion and confidentiality with sensitive company information
- Excellent organizational skills with an ability to think proactively and prioritize work
- Available on weekends and evenings
- Position requires prolonged sitting, bending, stooping, lifting supplies weighing 25 pounds
- Bilingual - English – Cantonese/Mandarin

### **PLUSES:**

- Prior office work experience

- Public relations experience
- Interests in Asian arts and culture

**Salary, Benefits and Terms:**

Classification: Part-Time 8-16 hours a week

Reports To: Operations Manager

Salary: Oakland Living Wage

Benefits: Paid sick leave

Application Process: Submit cover letter summarizing interest, qualifications and experience along with a current resume via email to [marvinlee@oacc.cc](mailto:marvinlee@oacc.cc) or mail to:

Marvin Lee

Operations Manager

Oakland Asian Cultural Center

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Oakland, CA 94607

Oakland Asian Cultural Center does not discriminate against its community participants, employees or applicants based on race, color, religion, national origin, ancestry, age, mental condition, ability, veteran status, sexual orientation, or any other impermissible basis.