



## Front Desk Coordinator – Global Operations

### Vital Strategies

Vital Strategies, headquartered in New York City, is an international public health organization. Our programs strengthen public health systems and address the world's leading causes of illness, injury and death. We currently work in 73 countries, supporting data-driven decision making in government, advancing evidence-based public health policies and mounting strategic communication campaigns. Vital Strategies' priorities are driven by the greatest potential to improve and save lives. They include non-communicable disease prevention, cardiovascular health promotion, tobacco control, road safety, obesity prevention, epidemic prevention, environmental health, vital statistics systems building and Multi-drug resistant tuberculosis treatment research. Our programs are concentrated in low- and middle-income countries and cities in Africa, Latin America, Asia and the Pacific. Please visit our website at [www.vitalstrategies.org](http://www.vitalstrategies.org) to find out more about our work.

### The Position

Vital Strategies is seeking qualified candidates for the position of Front Desk Coordinator. The Front Desk Coordinator (the Coordinator) may be a guest's first experience of Vital Strategies. The Coordinator aims to ensure that all interactions with visitors, whether by phone, email, or in-person, are of the highest quality and ensures a professional and welcoming experience. The Coordinator will report to the Administrative Manager. This is a full-time position based in New York. Applicants must possess a valid working permit to work in New York.

### Specific Duties

- The Coordinator is responsible for covering reception duties between 9.00AM and 5.00PM (EST) Monday through Friday, and for establishing a clear and effective roster of coverage to manage lunch breaks and other absences.
- Pro-actively engages with staff, visitors, couriers, vendors throughout the day.
- Manages incoming and outgoing mail, couriers, and related services.
- Ensures reception and other common spaces, such as kitchens and all meeting rooms are welcoming, well-managed, and well-maintained.
- Throughout the day, manages kitchen equipment and supplies to ensure coffee machines, refrigerators, dishwashers are clean and well stocked.
- Serves as the primary liaison with the cleaning company to ensure all services are carried out to the highest quality standards.
- Serves as a primary liaison with the building management company.
- Engages with staff and event planners around use of the headquarters common spaces. Works closely with colleagues to ensure all common spaces are well managed and serve all staff working or visiting the New York facility.
- Serves as a searcher in the headquarters emergency action planning procedures.
- Pro-actively coordinates Facilities requests from staff.
- Pro-actively monitors central supplies stock and makes appropriate purchases to ensure all supplies are well stocked.
- Tracks deliveries, cross-checks accuracy of deliveries before processing payments.

- Monitors and tracks central supplies budget monthly to stay within annual budget goals.
- This position may include moving office furniture and equipment of up to 30lbs.

### Qualities and Qualifications

- Exceptional interpersonal skills. The ideal candidate will be a curious problem solver, comfortable engaging with all levels of staff and guests, and actively engaged to help make the New York office a warm, welcoming, and engaging place to work and visit.
- Comfortably experienced managing the full range of tasks in a medium-sized office environment—from monitoring the coffee machines to moving furniture to welcoming a government minister.
- Highly organized, accurate, reliable, and able to manage a range of tasks with multiple deadlines.
- Excellent verbal and accurate written skills
- 3+ years' continuous experience as a Receptionist, Administrative Assistant, or Event Planner
- Highly desirable experience in event planning, managing couriers and other vendors, and vendor payment procedures.
- Intermediate to advanced expertise in MS Office applications.
- Bachelor's degree or an appropriate level of experience required.

Please send CV and a cover letter, including salary expectations, to [hr@vitalstrategies.org](mailto:hr@vitalstrategies.org) indicating the position applied for in the subject line. Closing date for applications is **February 28, 2019**. Only shortlisted candidates will be contacted.

Vital Strategies offers competitive compensation for full-time employees and pro-rata for part-time employees based on prior experience and qualifications as well as comprehensive benefits in order to best support our people. Benefits we offer include: health, dental and vision insurance where Vital Strategies pays generously towards the cost of these benefits for employees and their families/domestic partners; 15 paid vacation days (rising to 20 paid vacation days from fourth year of service and 25 from seventh year onwards), 13 paid federal holidays and paid days off between the Christmas and New Year's holidays; paid sick days; retirement savings plan; commuter benefits; and basic life and personal accident insurance.