



## **NEW ORLEANS BUSINESS ALLIANCE RECEPTIONIST**

The New Orleans Business Alliance Receptionist is the first point of contact for our organization, and is expected to represent the excellence and the high operating standards of the New Orleans Business Alliance (NOLABA). The Receptionist is responsible for greeting NOLABA guests and visitors, answering a multi-line telephone, and screening incoming calls in a professional manner, as well as providing administrative support across the organization.

The Receptionist reports directly to the Vice President, Human Capital & Culture, must be a team player, and must exhibit strong interpersonal skills and the ability to manage multiple assignments. The Receptionist must possess strong customer service capabilities, resourcefulness and adaptability, a calm demeanor and positive attitude, and the capacity to deal with the emergent challenges of a fast-paced environment in a timely, accurate, and effective manner. Ultimately, the Receptionist's duties and responsibilities are to welcome all NOLABA guests positively, and to execute all administrative tasks to the highest quality standards.

### **ESSENTIAL DUTIES:**

- Answer a multi-line telephone, route calls, give routine information and screen calls; direct callers to the appropriate NOLABA team members
- Greet visitors in a very friendly and professional manner
- Provide clear, accurate organizational information in-person and via phone/email
- Maintain reception area and conference rooms in an orderly and presentable manner, with all appropriate marketing collateral and general meeting supplies
- Coordinate with Special Assistants to manage conference room calendars and meeting schedules
- Prepare materials needed for meetings such as agendas, handouts, binders, packets, etc.
- Assist in the planning and logistics for various board or other high-level committee meetings
- Manage event planning and logistics, as needed
- Receive, sort, and distribute incoming mail; coordinate outbound mail and shipping services (USPS, UPS, FedEx)
- Assist in the ordering, receiving, stocking, inventorying, and distribution of office supplies
- Help maintain office security by following safety procedures and controlling access to the rest of the NOLABA offices via the reception desk
- Perform other clerical receptionist duties such as filing, photocopying, transcribing, and faxing
- Generate purchase requests for team member travel arrangements as needed
- Maintain confidentiality while performing duties to support NOLABA team



- Update the Customer Relations Management (CRM) system with timely information regarding team contacts
- Organize and maintain files and reference manuals/materials as necessary
- Other duties as assigned

**QUALIFICATIONS & JOB REQUIREMENTS:**

- High school diploma or equivalent required, as well as one year of administrative experience; Associate's degree and two years of related experience preferred
- Must be proficient in MS Office Suite: Outlook, Word, Excel, and PowerPoint
- Professional attitude and appearance, with impeccable customer service skills
- Hands-on experience with office equipment (copiers/printers, fax, etc.)
- Excellent communication skills, both verbal and written
- Ability to multi-task and handle multiple job duties simultaneously

**Attributes:**

- Vision
- Interpersonal skills
- Communication skills (written and oral)
- Team building ability
- Sense of humor
- Resourcefulness
- Comfort with complexity
- Ability to adapt and thrive in an entrepreneurial environment
- High ethical standards and commitment to fairness and equity

**Physical & Mental Demands:**

- While performing the duties of this job, the individual is regularly required to speak and hear
- Specific vision abilities required by this job include close vision and the ability to adjust focus
- Read and interpret data (emails, memos, letters, etc.)
- Ability to maintain visual attention and mental concentration for significant periods of time
- Ability to analyze and interpret data
- Ability to effectively communicate with superiors, peers, and subordinates
- Ability to lift files, open filing cabinets, and bend or stand as necessary; reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions



**Working Conditions:**

- While performing the duties of this job, the receptionist is required to be onsite at the NOLABA offices; the position may be either a full-time role or two part-time positions

**NOTE:**

- Applicants must be currently authorized to work in the United States for any employer.

**Application Process:**

To apply for this position, send the following documents via email to [Careers@nolaba.org](mailto:Careers@nolaba.org):

- Resume
- Cover Letter

In your email, please note “*NOLABA Receptionist*” in the subject line.

**NOLABA is an Equal Opportunity Employer**

New Orleans Business Alliance (NOLABA) provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. NOLABA complies with applicable state and local laws governing non-discrimination in employment in every location in which the organization has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

NOLABA expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of NOLABA employees to perform their expected job duties is absolutely not tolerated.

All NOLABA employees are subject to the Organization’s Public Records Policies and Procedures.



## **NOLABA's New Business Model**

The New Orleans Business Alliance (NOLABA) is the economic development catalyst for the city of New Orleans with a mission to unite a diverse community of stakeholders who catalyze job growth, create wealth, and build an equitable and sustainable economic future for New Orleans. NOLABA is launching a new business model that is business-friendly, people-centered, place-based and resilient.

- **Business-Friendly:** The model builds upon its experience in business attraction and growth adding real estate development expertise, business, development and concierge services to support firms in their navigation of permitting, public infrastructure disruption and delivery of timely city services.
- **People-Centered:** The model heightens the value of the talent of citizens as a key driver of economic growth. By merging workforce development strategies, NOLABA better ensures employer access to a skilled and reliable workforce and worker access to career paths creating family supporting wages.
- **Place-Based:** Strategic neighborhood development strategies promote and support economic development in commercial corridors that have struggled to redevelop in the city's post-Katrina economy: Districts A & B (i.e., Hollygrove, Gert Town, Mid-City), District C (i.e., Algiers) and Districts D & E (i.e., New Orleans East, Gentilly, Lower 9<sup>th</sup> Ward). NOLABA's new place-based program combines business and industry growth, real estate development, economic development incentives and small business development expertise and capacity building.
- **Resilient:** NOLABA recognizes the implications and opportunities for a city below sea level to target the green economy as a strategic growth sector. The new business model focuses on developing several critical aspects of a thriving green economy: a skilled green-focused workforce; prepared small businesses and businesses owned by people of color; access to incentives to mitigate investors' risk; and providing a real-time laboratory for product development in the emerging green economy.

Ultimately, the NOLABA's new business model leverages the power of effective collaboration and partnership by providing a platform for innovation and giving local government, investors, foundations, financial institutions, business and industry leaders, and social entrepreneurs a dynamic vehicle to address issues of equity and sustainability through market-based approaches.