



## Receptionist

### Who You Are

- **You get joy from bringing clients joy.** You view every interaction as an opportunity to grow the client relationship and take pleasure in injecting unexpected moments of awe into their experience.
- **You see clients as the star of the show.** You know the entire organization is here to serve our clients, and you keep them at the forefront of your work by delivering detail-oriented, highly organized, intentional experiences and interactions. You feel like your day is a success if our clients have positive, empowering experiences; your greatest success is when clients can't help but rave about Aileron.
- **You take pride in serving others.** With both big tasks and small, you love to jump in and help others move their work forward. You set team members up for success by paying attention to the details most people overlook, and you take pride in the fact that it's usually the small, unseen tasks that serve as a foundation for high-quality service delivery.
- **You enjoy workplace variety.** You have an uncanny ability to navigate a diverse collection of responsibilities with grace and appreciate the opportunity to flip between paces, intentionally slowing down for focused work and responding swiftly to time-sensitive requests.

### Role and Responsibilities

- **Customer Service:** You'll create a strong, positive first impression as you serve as the first point of contact with clients through phone, e-mail, and in-person interactions at our Connection Center. You'll also field requests to help clients solve problems, access resources, make purchases, and learn more about Aileron.
- **Administrative Support:** You'll support our team in delivering our mission and vision through various administrative tasks such as scheduling and coordinating internal meetings, ordering and managing office supplies, sending and distributing mail, and other projects and tasks as lifted up by the team.
- **Event Support:** You'll help Aileron deliver outstanding, well-coordinated services by supporting our Delivery team in processing registrations and preparing training materials.



## Qualifications

- Ability to work 15 to 40 hours at Aileron's Campus in Tipp City, Ohio on a repeating, consistent weekly schedule during Aileron's business hours of Monday – Friday, 7:15 a.m. to 5:00 p.m.
- Experience with Microsoft (Outlook, Excel, Word, PowerPoint, etc.)

*Note: The Receptionist opening is an employee position, not a temporary or contracted role. We're seeking candidates who can commit between 15-40 hours per week on a repeating, consistent schedule.*

## Application deadline

Until the position is filled.

[Apply Online](#)

[www.aileron.org/careers](http://www.aileron.org/careers)

### Notice of Nondiscriminatory Policy

Aileron admits students of any race, color, national and ethnic origin to all the rights, privileges, programs, and activities generally accorded or made available to students at Aileron. It does not discriminate on the basis of race, color, national and ethnic origin in administration of any of its programs and activities.