



Redeemer
CHURCHES & MINISTRIES



Redeemer
Counseling
Services

Training and Front Desk Manager Job Description

Job Title: Training and Front Desk Manager

FLSA Status: Exempt

Department: Redeemer Counseling Services (RCS)

Band: 6

Report to: Operations Director

Date: December 2021

Work Hours and location: Full-time, 40 hours per week 11am - 7:30pm or 9am - 5:30pm depending on the day. On site in midtown Manhattan with possible flexibility of select work-from-home hours. Up to 2 evenings a week regularly, and occasional weekend events.

About Redeemer Counseling Services

Redeemer Counseling Services (RCS) offers over 400 individual, couples and family therapy sessions each week as well as a 9-month pastoral counseling training program, workshops, group counseling and more. Our vision is to transform people from all walks of life through professional, gospel-centered counseling, and to equip others to counsel through the redemptive power of the gospel.

Training Manager Responsibilities

- Manage all training programs / workshop logistics, including but not limited to:
 - identifying and procuring training conference space, and/or creating virtual meetings utilizing meeting softwares and video setup if the event is being recorded
 - Maintain training related software accounts and RCS training calendars with accurate schedule of events, room reservations and invitations
 - establishing and monitoring registrations and responding to participants as needed
 - ensure training evaluations are created and captured from participants, and shared with the appropriate RCS teams.
 - dissemination of training materials pre and post event to participants
 - ensuring training videos are priced and placed on website for sale
 - monitoring training request email box to coordinate responses internally and responding on a timely basis
 - coordinate with external organizations hosting events, creating service contracts and following through with billing
 - support trainers with reminders of the event, helping with technical aspects of presentation, collecting handouts / slides for distribution and invoicing to be paid for their time
 - run the event smoothly, including facilitating event rehearsals. On the day of the event, coordinate set up, registration, problem solving and clean up.
 - renewing Continuing Education license certifications
 - maintain ongoing records and documentation needed for CEU licensing requirements



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Front Desk Manager Responsibilities

- Manage front desk operations to deliver a client and guest-centric experience from welcome to departure of the facility. Responsibilities include :
 - Up to 15 hours of reception desk support per week - greeting and assisting clients, guests and staff as needed
 - Managing part-time (17 hours per week) reception staff and contractors on an as needed basis for front desk coverage
 - Managing the front desk schedule, collaborating with other administration team members on shifts and responsibilities, and communicating with counselors on front desk coverage.
 - Managing compliance and changes to COVID-19 screening process by training the front desk staff team and communicating with counselors and other staff on the requirements.
 - Maintaining a professional and inviting presence in the lobby and conference room and working with building maintenance staff for office repairs.
 - Assist counselors and staff with office space schedule.
- Manage all customer/client services for all phone calls, voicemails and emails. Responsibilities include:
 - Responding on a timely basis to all incoming emails from the public inquiring about RCS services
 - Responding to incoming calls and voicemails within 24 business hours about RCS services.
 - Collaborating with the Scheduling coordinator or Intake coordinator to give accurate information back to clients.
 - Supporting clients through the intake process: directing to the website, answering questions, confirming receipt of forms, collecting completed forms, follow up on needed steps, answering questions.
 - Collaborating with the Scheduling coordinator and/or Intake coordinator to continue to drive improvements in the client onboarding process.
 - Maintaining client confidentiality in accordance with RCS policy and procedure as well as HIPAA requirements.
 - Maintaining accurate data and careful communication for clients to feel appreciated and cared for.
- Attend and facilitate weekly meetings, and meetings as needed for the team
- Opening and closing the site as required
- Assisting the Operational Director in administrative and operational responsibilities; provide coverage when the Operations Director is not on the premises
- Participate in special projects including assistance on staff events



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Qualifications

- Bachelor's Degree in Hospitality Management, Hotel/Restaurant Management, Business or other applicable degree preferred (will consider relevant management experience in lieu of degree)
- 1-3 years of managing experience a must (medical practice, training site, hospital, retail, hospitality or restaurant industries)
- Must be a solid Christian who embraces Christian value and theology
- Excellent organizational, project management, time management skills
- Excellent communication, interpersonal and problem-solving skills
- Highly detail oriented
- Strong multi-tasking and customer service skills
- Demonstrated leadership skills
- Proficiency in Zoom, Microsoft Office Suite, Google Suite and Adobe Suite strongly preferred
- Advanced technology and computer skills
- Self-motivated; confident, energetic, and flexible
- Ability to lift 25lbs, move tables, chairs and sound equipment for event set up and clean up
- Flexibility to work some evening hours and weekends for specific events.

Qualified candidates, please send your resume to hr@redeemer.com