



Revised 3/19/26

Receptionist

Location: Ring of Hope's Wellness Center - Greater Grand Crossing

Schedule: Part Time 4 days a week, 5 hours each day

Reports to: Wellness Director

Hourly rate: \$20.00 per hour

Overview:

The Wellness Receptionist serves as the first point of contact for participants, families, and visitors entering Ring of Hope's Wellness Center. This role is responsible for creating a welcoming, safe, and supportive environment while managing front desk operations and assisting with administrative tasks.

The Wellness Receptionist plays a key role in supporting trauma-informed services by ensuring that all individuals are greeted with professionalism, respect, and care, while maintaining confidentiality and efficient program flow.

Responsibilities

Front Desk & Guest Services

- Greet participants, families, and visitors in a professional and welcoming manner
- Provide information about Ring of Hope programs and services
- Direct visitors to appropriate staff or program areas
- Maintain a clean, organized, and welcoming reception area

Participant Check-In & Scheduling

- Manage participant sign-in and check-in processes
- Assist with scheduling appointments, sessions, and program activities
- Maintain daily attendance logs and visitor records
- Ensure accurate and timely check-in procedures

Administrative Support

- Answer phone calls and respond to general inquiries
- Assist with filing, data entry, and document organization
- Maintain program forms and front desk materials
- Support staff with basic administrative tasks as needed

Confidentiality & Compliance

- Maintain confidentiality of participant information at all times
- Ensure proper handling of sensitive documents and information
- Follow organizational policies related to privacy and data protection
- Support compliance with program guidelines and procedures

Program Support

- Assist with coordination of wellness activities and appointments
- Support communication between participants and program staff
- Help prepare materials for workshops, sessions, or group activities
- Assist with special events and wellness-related programming

Communication & Coordination

- Communicate effectively with staff regarding participant needs and scheduling updates
- Relay messages and important information to appropriate team members
- Support smooth daily operations within the Wellness Center

Additional Responsibilities

- Maintain professionalism and represent Ring of Hope's mission and values
- Assist with maintaining a calm, safe, and supportive environment
- Support culturally responsive and trauma-informed interactions
- Perform other duties as assigned to support program operations

Qualifications

- Strong customer service and interpersonal skills
- Excellent communication and organizational abilities
- Ability to multitask and manage a front desk environment
- Professional demeanor and ability to handle sensitive situations
- Basic computer skills (Word, email, scheduling systems)
- Ability to maintain confidentiality and professionalism

If you're passionate about helping us build resources to support at-risk youth and families, and committed to making a positive community impact, we encourage you to apply to careers@rohchicago.org. We look forward to welcoming a dedicated and compassionate individual to our team at The Ring of Hope!