



# NRC Receptionist Apprentice

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We are looking for a Receptionist Apprentice to join our team at the Neighborhood Resource Center.

**Location:** Richmond, Virginia

**Job Type:** Part-time, temporary up to 20 hours per week for up to three months

**Application Deadline:** Accepted on a rolling basis

## About the job

We are seeking a dependable and eager to learn Receptionist Apprentice to join our team. The ideal candidate will be responsible for customer service, phone call routing, and transactional services including faxing, scanning, and copying. As the Receptionist Apprentice at The Neighborhood Resource Center, you will play a key role in ensuring that our members are able to reach their dreams by having ease of access to our services. Our apprenticeship provides an opportunity to grow and is intended for individuals with no experience as a receptionist or administrative assistant. This is an in-person position in an area with inadequate public transit, so please take this into consideration when applying.

## About the organization

The Neighborhood Resource Center is a 501(c)3 non-profit educational, cultural and nutrition center in Richmond, Virginia's east end. We pride ourselves on our mission to build relationships, share resources, and develop skills to enhance lives in Greater Fulton and East Henrico County. Our success is driven by our ability to listen to community needs and our talented and dedicated team of professionals who work together to achieve our goals.

## Role and responsibilities

The role's primary focus will be to answer the phones and direct phone calls, greet our members as they arrive at our door, and to support our members with their needs as they access our services. The Receptionist Apprentice also assists with our job support computer lab, helping community members access websites to apply for jobs and look for housing.

## On a typical week

A typical week for the Receptionist Apprentice involves answering the phone and the door and responding to requests for fax, scan, and copies from our members and neighbors. They would help our members use the computer as they drop in throughout the week. They would call food pantry participants to remind them of their bag delivery and confirm appointments. The volume of calls and foot traffic varies by day. The Receptionist Apprentice would regularly use Google Forms and Sheets to register members and input information. They would also use Google Workspace including Google Chat throughout every shift.

## About you

You are a friendly, dependable person who is willing to learn how to be a receptionist. You have familiarity of resource barriers facing the Greater Fulton neighborhood and Montrose, including but not limited to, lack of access to basic resources (food, clothing, etc.), decades of governmental divestment, and the impact of income levels on emotional health and well being. You build authentic relationships across lines of difference, such as in support of Black families, seniors, members with disabilities, and those with economic barriers. You have a commitment to social justice and racial equity.

## We offer

\$15.00/hr

This is an on-the-job training position, intended for applicants with no experience working as a receptionist or administrative assistant. We provide on-the-clock employment coaching and paid professional development opportunities. Apprentices have the opportunity for job placement at a business partner following successful apprenticeship completion, including the opportunity to apply internally for positions at NRC Fulton.

## How to apply

If you are a dynamic and proactive Receptionist Apprentice looking to contribute to our organization's success, we'd love to hear from you. Please submit your resume detailing your qualifications and how you can contribute to our team's success.

Visit our posting on Indeed or our "Jobs at NRC" page on our website to apply.

## About the application process

We are eager to fill this position with the right candidate quickly. Resume and cover letters are reviewed as they are received. We hold one round of interviews for this position and they are held in-person at the Neighborhood Resource Center.

Any questions? Ask Breanne Armbrust, Executive Director, [jobs@nrccafe.org](mailto:jobs@nrccafe.org), 804-864-5797.

The Neighborhood Resource Center is an equal opportunity employer committed to diversity and equity in the workplace. We strongly encourage those who reflect the communities we serve to apply, including individuals with disabilities and/or people of color.

**Neighborhood Resource Center | 1519 Williamsburg Rd. Richmond VA 23231**

**[nrccafe.org](http://nrccafe.org) | 804-864-5797**