



**Job Title:** Lead Host

**Department:** Relations

**Reports To:** Community Relations

**Effective Date:** 2/2023

**Organization Profile:**

PODER empowers individuals with the necessary academic tools to promote human dignity, increase employment potential, and facilitate participation in the larger community.

Since 1997, PODER's objective has been to empower Spanish-speaking adult immigrants to create successful and fulfilling new lives in the United States. Through a deep commitment to the needs of the immigrant communities on Chicago's southwest side, PODER provides critical societal and workforce integration services with both immediate and long-term impact for families, communities, and employers throughout the City of Chicago.

**Job Summary:**

PODER's lead host is responsible for providing a welcoming and comforting experience to members and visitors. As a host and front-facing customer service, duties include answering and transferring phone calls to staff, managing room reservations and greeting visitors when they arrive for classes, resources and meetings with staff and partner organizations. As the lead host, supervision responsibilities will consist of managing, scheduling, training and hiring of all hosts.

The lead host is a full-time position and reports to the lead integration specialist.

**Responsibilities include, but are not limited to the following:**

- Welcoming visitors and providing a warm and comforting experience
- Provide quick and engaging tours to help members navigate through PODER HQ
- Operates communication systems by directing incoming calls to correct personnel
- Readily and easily accessible to members, staff and CBO partners
- Manage, train and supervise hosts
- Interview and hire new hosts
- Tracks and Logs all incoming calls and visitors
- Informs visitors by answering or referring inquiries

**Desired Competencies:**

- Communicates Effectively
- Customer Focus
- Being Resilient
- Action Oriented
- Instills Trust

**Additional Duties/Skills Required:**

- Verbal and written communication skills to interact clearly with staff, donors, visitors and members
- Microsoft Office skills to fully utilize Word, Excel, PPT, Outlook and other programs



- Time management skills to prioritize and complete a wide variety of tasks throughout the day
- Patience and listening skills to respond appropriately and interact positively with all visitors
- Interpersonal skills to be personable, attentive and create a pleasant experience for visitors

**Physical Requirements:**

- Prolonged periods of sitting and or standing at a desk and working on a computer.

**Education, Experience, and/or Licenses & Certifications:**

- Have a minimum of a high school diploma or a GED
- Must have at least one year of related experience
- Must have at least one year of Customer Service experience

Salary commensurate with experience. Benefit package includes health insurance subsidy and simple 401(k) company match. Generous holiday schedule and flexible accrued PTO for vacation, personal and sick days.

**Equal Employment Opportunity Statement**

It is the policy of PODER to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, PODER will provide reasonable accommodations for qualified individuals with disabilities.