



Homes for Generations

Front Desk

(Part Time – 2nd Shift, Saturday/Sunday)

Organization Background:

Aeon is an award-winning nonprofit developer, owner and manager of high-quality affordable apartment homes in the Minneapolis/St. Paul metropolitan area. Aeon has built or renovated 1,934 apartments and townhomes, which provide stability to more than 3,000 people each year – including individuals and families with low to moderate incomes and formerly homeless individuals. Established in 1986, Aeon (formerly Central Community Housing Trust), has built quality affordable homes, connected residents to stabilizing resources and managed its properties as long-term assets. Aeon's mission is to create and sustain quality affordable homes that strengthen lives and communities.

Position Responsibilities: We are seeking a highly motivated, dependable person to perform front desk/security duties. Candidate must be a resourceful problem solver and a seeker of excellence who values hard work and excellent customer service. Candidate must adhere to Aeon's mission to create and sustain a quality affordable home, and work to create a welcoming home environment. Responsibilities include but not limited to:

- Must become closely acquainted with the property and its residents, vendors, etc. in order to foster a sense of community and home
- Enforce building rules and regulations, monitor building's security cameras and alarms, and maintain the harmony of the residents and their guests
- Must be able to take charge and direct others in emergencies as they arise
Compose comprehensive reports outlining observations and activities during your assigned shift
- Reception - answer/route all incoming phone calls, maintain welcoming environment, answer general inquiries
- Resident relations - assist residents, effectively and professionally diffuse resident or visitor confrontations, act decisively in any crisis situation
- Marketing/Housing applications - effectively communicate all housing requirements/criteria for incoming marketing inquiries
- Miscellaneous duties: sweeping, mopping, vacuuming and other light cleaning duties in lobby
- Seasonal duties: salting/sanding sidewalks and light shoveling in front walkways
- Maintain desk area and lobby to ensure neat and professional appearance

Skills and Qualifications:

- Must possess excellent verbal communication skills and exceptional phone etiquette
- Proven ability to create and sustain positive resident relations while maintaining professional boundaries
- Must show good judgment and common sense, follow directions and directives from supervisors, and follow company policy and guidelines
- Knowledge of, and ability to, operate under fair housing laws and regulations
- Proven ability to work independently and on a team
- Must have a professional appearance and attitude, and be able to interact with the public
- Strong ability to multi-task and prioritize
- Must be a self-starter and problem-solver

Compensation: This position offers \$10.00-\$11.00 per hour (depending on experience).

For more information, or to apply now, you must go to the website below.

<http://aeonmn.iapplicants.com/ViewJob-158629.html>

Position is open until filled.

Aeon values a diverse work environment. People of color and people with disabilities are strongly encouraged to apply. Equal Opportunity Employer.