

Front Desk & Safety Coordinator

Union Settlement Association, Inc.

New York, NY 10029

Other

Full-time

Onsite

\$18.00 - \$20.00 an hour

Posted on March 11, 2026

Organization Statement

Organizational Summary

Union Settlement is an East Harlem based nonprofit organization founded in 1895. For 128 years, Union Settlement has provided critical and innovative programming to children, youth, families, and older adults. As a pioneer of the settlement house movement, Union Settlement continues to meet the needs of the ever-changing East Harlem community through its core programs. Through these programs, New Yorkers gain opportunities, develop skills, and become empowered to pursue and achieve their dreams.

Today, Union Settlement provides services through 33 program sites in approximately 28 locations. Union Settlement's current programmatic portfolio includes 8 core program areas: Early Childhood Education, Youth Services (including after school programs), Family Services (including the Family Enrichment Center and the Family Childcare Network), the East Harlem Community Partnership, Adult Education, Mental Health Services, Older Adult Centers, and Economic Development. Union Settlement serves more than 10,000 individuals and nearly 1,000 businesses every year.

Strengthened by a dynamic, diverse, and collaborative workforce of more than 350 employees, Union Settlement also serves as a connector, convener, and advocate for East Harlem and its partners. To learn more about Union Settlement, visit www.unionsettlement.org

Job Description

Position: Front Desk & Safety Coordinator

Department: Operations

Reports to: Executive Directors of Business Operations

Hours: Full-Time

Salary: \$18.00 - \$20.00 per hour

FLSA: Non-Exempt

Location: On-site

Position Summary:

The Front Desk & Safety Coordinator serves as the first point of contact for visitors, participants, and staff, providing professional reception services while ensuring a safe, welcoming, and orderly environment. This role manages phone and reception operations, supports facility access protocols, and maintains an active safety presence in accordance with organizational policies and state security requirements. The ideal candidate delivers exceptional customer service while responding appropriately to potential safety risks in a high-traffic community setting.

Responsibilities

Key Responsibilities

Reception & Customer Service

- Greet visitors, participants, and staff in a professional and welcoming manner.
- Answer, screen, and route phone calls; provide general program information and assistance.
- Maintain visitor logs, sign-in procedures, and identification verification as required.
- Provide support for lobby operations, deliveries, mail distribution, and appointment coordination.
- Uphold organizational values and a courteous, community-centered atmosphere.

Safety, Security & Access Control

- Maintain vigilant presence in building lobby and common areas to promote a safe environment.
- Monitor security cameras, facility entry points, and emergency exits per organizational policy.
- Enforce access control protocols including visitor badges, escorts, and room usage compliance.
- Respond to incidents professionally, following de-escalation, safety procedures, and reporting standards.

- Coordinate with law enforcement, or emergency responders as needed.

Incident Response & Reporting

- Document safety concerns, conflicts, injuries, and disruptions using internal reporting systems.
- Support emergency response procedures, drills, and building evacuations.
- Assess and support recommendations for improved systems based on observations, occurrence patterns, and best practices

Administrative & Operational Support

- Maintain organized front desk systems, supplies, schedules, and communications.
- Support building operations including facility requests, vendor check-ins, program setup calendar overview for room usage and monitoring of building operations.
- Assist with policy implementation related to safety, compliance, and community standards.

Qualifications

Qualifications Required

- High school diploma or equivalent
- 1–3 years of experience in reception, administrative support, security, or public-facing roles
- Strong interpersonal skills with ability to engage with diverse populations
- Ability to remain calm and professional in high-stress situations
- Basic proficiency using phone and computer systems

Qualifications Preferred

- Experience in nonprofits, schools, shelters, community centers, housing, or healthcare settings
- Training in crisis prevention, de-escalation, or emergency protocols
- Bilingual/multilingual skills
- Security license preferred but not required

Core Competencies

- Customer Service & Hospitality
- Situational Awareness & De-escalation
- Communication & Professionalism
- Cultural & Community Engagement

- Reliability & Ethical Conduct
- Safety-Oriented Decision-Making

Working Conditions

- High-traffic environment with frequent public interaction
- Must stand for extended periods and move throughout facility
- Occasional weekend/evening hours

Union Settlement's Diversity, Equity & Inclusion Commitment

Union Settlement is an equal opportunity employer. They do not discriminate on the basis of race, color, religion, marital status, age, national origin, physical or mental disability, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law.

- **Minimum Education Level:** Highschool Graduate or GED
- **Preferred Education Level:** Highschool Graduate or GED

Application Instructions

Please apply using following link: [Current Openings | Recruitment](#)