



## **Spy Hop Part-Time Front Desk Host**

### **Position Details: Front Desk Host**

**Location:** Salt Lake City, Utah\*

**FLSA Status:** part-time/hourly: Monday thru Thursday 2:00 pm to 8:30 pm Friday 2:30 pm to 7:30 pm

**Compensation:** \$15-\$17 per hour, depending on experience, approximately 31 hours per week

**Start Date:** On or before April 1, 2026

**Reports to:** Operations Director

*\*Due to the collaborative nature of the Evening Host position and Spy Hop's work, this job is in-person.*

### **Job Overview:**

Spy Hop is seeking a dynamic and personable individual with strong customer service skills to join our team as a part-time Front Desk Host. As the first person most visitors see upon arriving at Spy Hop, this position plays a crucial role in creating a welcoming and safe space by greeting folks in a friendly and professional manner, answering the phones, managing the front doors, and providing general directions to visitors and students. In addition, the Front Desk Host provides logistical support to our teaching staff, helping to ensure the lobby and facility are meeting the needs of students and programs. This position also provides general office and light administrative program support and will be knowledgeable of Spy Hop programs and able to answer questions about programming and general inquiries.

### **Responsibilities:**

- 1. Greeting and Welcoming:** Greet and welcome students, mentors, and visitors with warmth and professionalism, creating an inclusive and creative atmosphere. Support the prep team on the first day of classes by managing check-ins, guiding students, and assisting with any challenges calmly and courteously.
- 2. Program Support:** Assist in coordinating and supporting the day-to-day programs and activities that take place at Spy Hop. Collaborate with program leads and staff to ensure everything runs smoothly and efficiently. Assist Program Director(s) with logistical and administrative tasks such as scheduling rooms for classes, assigning mentors to classrooms and ensuring the programmatic calendar is up to date.

3. **Facility Management:** Keep our space clean, organized, and ready for use. This includes maintaining a tidy reception area, restocking supplies, and liaising with maintenance when needed.
  
4. **Communication:** Act as a liaison between students, mentors, staff, and management, ensuring effective communication and resolving any minor issues that may arise.
  
5. **Equipment Lab:** Collaborate with the Equipment & Technical Operations Manager and part-time Lab Assistant to provide support and lab coverage when needed.
  
6. **Event Support & Administrative Tasks:** Provide comprehensive event support and administrative assistance, including answering phone calls, responding to emails, and tracking visitors. Support the Development team by preparing and sending thank-you letters and managing mail merge tasks. Assist with the planning and execution of large, staff-wide all-hands events, and attend all-staff meetings to support coordination and communication across the organization.

**Qualifications:**

- Minimum of high school diploma
- Self-starter, takes initiative and willingness to learn about operating systems and procedures
- Excellent organizational abilities to maintain a clean and orderly environment
- Ability to multitask and handle various responsibilities with efficiency
- Strong interpersonal and communication skills, with a friendly and approachable demeanor
- Genuine interest in working with young people and fostering a supportive, positive environment
- Competent in Microsoft Office & Google Suite
- Flexible and adaptable, willing to assist in various tasks as needed
- High level of professionalism and reliability
- Must be able to pass a background check
- Versed in MAC operating systems, a plus
- Canva experience is a plus
- Experience with databases, a plus
- Fluency in Spanish is a plus



**About Spy Hop:** Spy Hop is an award-winning, nonprofit, youth media arts and educational enrichment center founded in 1999 and located in downtown Salt Lake City. Our mission is to mentor young people in the digital media arts to help them find their voice, tell their stories, and to effect positive change in their lives, their communities, and the World. We envision a world in which all young people have the skills and mindsets necessary to succeed and that their voices are heard and valued in their communities. Spy Hop's in-school, after school, and youth-in-care programs take place in dynamic studio environments where young people of all backgrounds engage in the production of their own narratives and solutions to the challenges they face.

**Our Commitment to Antiracism:** We believe that anti-racism is the process of becoming aware of and acknowledging the impact of racial oppression within our current social, political, and institutional systems, while actively and intentionally working in community to replace those systems with pedagogies, policies, and practices that lead to collective liberation – the truth that none of us are free until all of us are free. As an antiracist organization, Spy Hop is committed to changing the systems of oppression that disproportionately impacted many of our students and their communities. Spy Hop's antiracism practices are rooted in hope, action and accountability, and the belief that collective liberation is truly possible.

**Our Culture:** We celebrate a culture at Spy Hop that is a fun, dynamic, evolving ecosystem; one that nurtures the vibrant, creative, individuality of youth and staff by communicating openly, honoring our multiculturalism, and affirming our intergenerational wisdom in such a way that all participants within the ecosystem have the capacity to thrive. Spy Hop is an equal opportunity employer committed to fostering a diverse and equitable environment in which all staff can excel regardless of race, ethnicity, age, faith, gender identity, sexual orientation, and ability. People of color, women, individuals with disabilities, and veterans are encouraged to apply. Due to the highly collaborative nature of this position, COVID-19 vaccination is strongly encouraged.

**How to Apply:**

If you enjoy being around people, have a passion for helping others, and take pride in keeping spaces clean and organized, this opportunity is tailor-made for you! Join the Spy Hop team as our Part-Time Front Desk Host and be a part of an organization that fosters creativity and empowers young minds to express themselves through media arts.



Please email resume and cover letter with the subject line: Front Desk Host: {Your Name} to Operations Director, Adriana McGrath, [adriana@spyhop.org](mailto:adriana@spyhop.org).