

EMPLOYEE OF THE MONTH: Madelyn Rosa Reyes



Madelyn Rosa Reyes serves as the receptionist at Harmony House, New Community's transitional housing facility for homeless families, a role she has had for nearly two years. She enjoys assisting residents with their needs as part of her job.

Madelyn Rosa Reyes does more than answer phones in her role as receptionist of Harmony House, New Community's transitional housing facility for homeless families. In addition to fielding phone calls for the facility, Reyes updates the roster for the office and Security personnel; sets up paperwork for client intake, orientation and assessment with the Family Service Bureau of Newark; and assists clients.

Reyes' favorite part of her job is helping Harmony House residents. She makes copies for clients, connects them with case managers, helps them fax, provides proof of address, assists in the computer lab and even helps clients with resume writing at times.

"Ms. Reyes continues to be the go-to person in the office.

The staff and clients respect her and count on her to provide them with information," said Harmony House Director Yonette Fredericks. "She is more than the receptionist; she is the voice and face of Harmony House. It is truly a joy to work with her on a daily basis."

Reyes has been working at Harmony House for nearly two years. A friend told her about the open position. She was unemployed at the time and looking for work so she applied for the job and got hired.

Before working for New Community, Reyes was a cashier in a store at Newark Airport. She left that job and is happy serving in her role at New Community Corporation. She believes in NCC's mission: to help residents of inner cities improve the quality of their lives to reflect individual God-given dignity and personal achievement.

Many phone calls come in to Harmony House with callers inquiring about how to access New Community's transitional housing.

"I have to let them know the process to go through Essex County Welfare and get a referral," Reyes said.

She also said she gets calls from people who want to rent an apartment at Harmony House because they think the facility is an apartment complex. So she must explain to them the purpose of the space and direct them to New Community's Property Management Department.

Reyes grew up in the Dominican Republic. She moved to Newark with her family when she was 12 years old and attended Dr. William H. Horton Elementary School and Newark Tech High School. She is the middle child, with an older brother and a younger brother. Her parents still live in Newark.

Members of her father's side of the family still live in the Dominican Republic and Reyes goes back there for vacation periodically.

"Around February, March is the best time," Reyes said because it's a nice break from New Jersey's winter weather and there is no snow.

Reyes lives in North Newark with her boyfriend and 10-year-old stepson. In her spare time she likes to go to the gym, run in the park and spend time with her stepson.