



**Mittleman**

Jewish Community Center

Schnitzer Family Campus

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## **Job Title: Part-Time Welcome Desk Associate** **\$14.50 - \$14.75/hour DOE**

**Job Summary:** The Welcome Desk Associate is a part-time position. The position is currently scheduled for Saturday 7:45am - 3:15pm, Tuesday 1:30pm - 5:30pm, and Thursday 1:30pm - 5:30pm. The Welcome Desk Associate performs front desk duties in addition to performing some administrative and support duties for the Membership and Retention Manager and Assistant Manager. This position provides back-up for tours and sales of memberships and acts as the main point of contact in the Membership and Retention Manager and Assistant Manager's absence. The majority of hours are worked at the Welcome Desk as the primary point of contact for members.

**TYPICAL EXAMPLES OF WORK:** (These examples represent the essential functions of the position. They are not, however, inclusive of all the duties the position may perform.)

1. In conjunction with the Membership and Retention Manager, this position acts as the Welcome Desk point person when an issue, problem, or concern arises; troubleshoots to find a solution.
2. Perform reception services at the reception counter. Greet and screen Center members, visitors and guests; ensure that each signs-in or presents a membership card. Answer multi-line telephone; screen and direct calls to appropriate personnel; take accurate messages. Provide information in response to general inquiries, including questions about membership, programs, schedules, center services, etc.
3. Assist members and guests with program enrollment. Ensure the proper completion of enrollment forms; accept and receipt payments; reconcile daily cash receipts. Perform related registration procedures as needed.
4. Perform data-entry of member information. Provide additional office support (e.g. sort incoming mail, type correspondence and other documents, collate documents). Operate office equipment such as copiers, calculators, fax machine, computer and other related equipment.
5. Assume responsibility for following through with guest comments or requests. Maintain familiarity with all MJCC and PJA services, programs and staff. Practice safe work habits and contribute to the safety of self, co-workers and guests.
6. Assure the Welcome Desk is properly stocked with needed forms, fliers, schedules, membership packets, etc. Create member packets as needed.
7. Assist as needed membership filing. This may include creating new member folders, filing active paperwork, and archiving cancelled members.
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9. Under the direction of the Membership and Retention Manager, directly oversee Massage program, including licensed massage therapists. (Note-Manager has broad oversight of this, Asst. directly oversees, word as you see fit)
10. Provides support for the Membership and Retention Manager and Assistant Manager.

**QUALIFICATIONS:** Any combination of experience and training that demonstrates the ability to perform the duties of the position is qualifying. This would typically include:

- Six months of MJCC Welcome Desk experience, OR one year training in general office support and experience with office procedures that includes training in the use of multi-line telephone systems.
- At least one year supervisory experience in a lead or assistant role.
- One year experience in membership sales, or other relevant sales experience.

Knowledge: Knowledge of customer service practices and techniques; knowledge of modern office methods and procedures; knowledge of basic office etiquette.

Skill: Skill in the use of modern office equipment including personal computers and multi-line telephone systems; skill in basic arithmetic, English, spelling and grammar. Excellent customer service skills and a willingness to interact with staff and members on a daily basis.

Ability: Ability to project a positive, professional image; ability to communicate effectively with others, both orally and in writing; ability to understand and follow oral and/or written policies, procedures, and instructions; ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines; ability to identify, learn and use safe working practices; ability to work effectively with co-workers in a diverse workforce; ability to respond appropriately to question/concerns from other employees and the public; ability to work independently and make decisions within established procedures; ability to work a flexible schedule as needed.

**PHYSICAL REQUIREMENTS OF THE POSITION:** Duties are primarily performed in an office environment while sitting at a desk or working at a computer. The flow of work and character of duties involve normal mental and visual attention much or all of the time. Frequent focus on a computer screen is required. This position requires daily precise control of fingers and hand movements while operating computer keyboard, telephone and standard office equipment. This position requires close physical interaction with members and must be performed at the MJCC facility.

**SUPERVISION RECEIVED:** This position works under the direct supervision of the Welcome Desk and Membership and Retention Manager.

**SUPERVISION EXERCISED:** Supervision of other employees is not a normal responsibility of this position.

**FLSA STATUS:** Non-exempt