Front Desk Administrative Assistant

Position Summary

Main Line Reform Temple (MLRT) is seeking a warm, organized, and service-oriented Front Desk Assistant to be the welcoming face of our synagogue community. As the first point of contact for members, families, visitors, vendors, and staff, this individual plays a vital role in creating a positive first impression while ensuring the smooth day-to-day operation of our front office.

The ideal candidate is personable, dependable, and highly organized, with the ability to manage multiple priorities in a fast-paced environment. This position requires excellent communication skills, strong attention to detail, and a genuine desire to help others.

In addition to providing exceptional hospitality, this position plays an important role in maintaining the safety and security of our community by carefully managing visitor access and following established building security procedures.

Working closely with our administrative team, the Front Desk Assistant supports the synagogue, religious school, and Early Childhood Education program while helping foster a warm and welcoming community for people of all ages.

Primary Responsibilities

- Welcome members, families, visitors, staff, and vendors with warmth, professionalism, and exceptional customer service.
- Answer, screen, and direct incoming phone calls, emails, and general inquiries in a courteous and timely manner.
- Monitor the main entrance and serve as the first point of access to the building, following established security procedures to ensure a safe and secure environment for members, students, staff, and visitors.
- Verify visitors as appropriate, remain attentive to building activity throughout the day, and promptly communicate any concerns or unusual situations to the Executive Director, clergy, or appropriate staff.
- Serve as an extension of the Early Childhood Education team by assisting with the daily arrival and dismissal of students, helping ensure a safe, organized, and welcoming environment.
- Learn and recognize the names of children, parents, caregivers, and authorized pick-up individuals to facilitate smooth, secure, and personalized dismissal procedures.
- Assist the Membership Office by greeting prospective members, providing general information about synagogue membership, offering membership applications, and conducting tours of the building as needed.

- Assist the Religious School office by greeting prospective families, providing general information about our Religious School program, offering enrollment applications, and connecting them with the Religious School office.
- Serve as a knowledgeable resource for members and visitors by answering questions about upcoming holidays, worship services, educational opportunities, programs, and special events.
- Assist callers and visitors with navigating the synagogue's online resources, including accessing the online calendar, livestreaming worship services, locating event information, and completing online forms and registrations.
- Receive, sort, and distribute incoming mail, packages, and deliveries.
- Maintain an organized, professional, and inviting reception area.
- Provide accurate information regarding synagogue programs, events, classes, and services when needed.
- Provide administrative support to the Executive Director, senior staff and other members of the administrative team as needed. Step in to support dinners, onegs, events and programs when needed and/or when other administrative support are unavailable.
- Prepare correspondence, reports, forms, mailings, and other documents as needed.
- Provide written acknowledgements for donations.
- Maintain accurate records, databases, filing systems, and office documentation.
- Support registrations, communications, and logistics for synagogue events, educational programs, and special initiatives.
- Perform data entry, copying, scanning, filing, and other general office responsibilities.
- Assist with special projects and perform other duties as assigned.

Qualifications

- Previous experience in an administrative, receptionist, customer service, or front desk role preferred.
- Excellent verbal and written communication skills.
- Ability to be flexible and responsive as needs arise.
- Strong organizational skills with exceptional attention to detail.
- Ability to prioritize responsibilities, multitask effectively, and remain calm in a busy environment.
- Demonstrated ability to exercise sound judgment, maintain situational awareness, and consistently follow security and visitor access procedures.
- Strong attention to detail and the ability to remain alert while balancing multiple responsibilities in a busy environment.

- Proficiency with Microsoft Office Suite (Word, Excel, Outlook); experience with database or membership management systems is a plus.
- Comfortable learning new technology and helping others navigate online resources and digital forms.
- Strong interpersonal skills with a friendly, professional, and customer-focused approach.
- Ability to build positive relationships with children, families, members, and visitors.
- Ability to work independently while collaborating effectively as part of a team.
- Discretion in handling confidential information.

Preferred Qualifications

- Experience working in a nonprofit, educational, religious, or community-based organization.
- Experience with ShulCloud.
- Comfortable interacting with children, families, seniors, and individuals from diverse backgrounds.
- Flexible, dependable, proactive, and eager to assist wherever needed.
- Positive attitude, patience, strong work ethic, and commitment to providing outstanding service.

Schedule & Compensation

- Hours are **10:00 a.m. – 6:00 p.m., Monday through Friday.**
- Occasional evening or weekend hours may be required to support synagogue programs and special events.
- Competitive compensation commensurate with experience.

Why Join Main Line Reform Temple?

At MLRT, you'll become part of a collaborative team dedicated to building meaningful relationships and creating a vibrant Jewish community. Every interaction at our front desk is an opportunity to make someone feel seen, welcomed, and connected. Whether greeting a longtime member, welcoming a prospective family for a tour, or helping a preschool child safely reunite with a caregiver at the end of the day, your work will help create the warm, caring experience that defines our community. If you enjoy helping others, thrive in a people-centered environment, and take pride in keeping things organized and running smoothly, we'd love to hear from you.