

The Kaplen JCC on the Palisades is seeking a **Customer Service Director** to join its staff. This is a full time, 5 day/week position which will also include some weekend (Sunday) and evening work hours. The Customer Service Director will report to the Membership Director and is responsible for delivering the highest level of service to our members exemplifying professionalism and insuring that we adhere to our mission statement. To continually guide and train staff ensuring that we are serving our Member's with the best environment possible staffed with friendly and knowledgeable individuals who enjoy exceeding expectations. The Customer Service Director plays a critical role in effecting the member's JCC experience and the JCC attrition rate. This is achieved through effective hiring and training of the staff to ensure that all are well trained, friendly and implement policy, procedures and guidelines in a service-oriented manner. This person is responsible for being fully knowledgeable about operations and emergency procedures while supporting policies and procedures established by Kaplen JCC on the Palisades.

### **Responsibilities**

The Customer Service Director will be responsible for:

- Managing all of the reception desks for the Kaplen JCC, including: front reception desk, the courtesy desk, and the Seiden Wellness Center Desk.
- Addressing feedback given by members, delivering these messages to the appropriate internal staff members and ensuring that these comments are being addressed.
- Working to assist all Kaplen JCC staff to deliver quality customer service to our members, helping to train and orient all department staff in this area.
- Managing the babysitting room, including, hiring and organizing staff, making sure that it is clean, well stocked, and aesthetical pleasing and safe environment for our Members and children

### **Essential Functions**

- Ensure legendary customer service, and friendly, knowledgeable staff
- Supervise and oversee training and development for front line staff
- Report on payroll, shift and staff changes
- Schedule staff based upon JCC needs and budgetary allowance.
- Integrate standardized procedures in JCC
- Set the service example by greeting members in a friendly manner
- Resolve member and employee issues
- Replenish supplies to insure smooth operation of the Courtesy desk (i.e. forms, flyers, office supplies)
- Insure accurate and timely flow of personnel paperwork to include, new hire needs, timecards/payroll, performance reviews and disciplinary action.
- Create a sense of cooperation and teamwork within the department and among other departments.
- Maintain a high-level staff morale.
- Responsible for recruiting, hiring, training, developing and evaluating all staff members; in accordance with JCC guidelines.
- Establish a solid communication system between staff and all levels of management
- Organize and moderate regularly scheduled staff meetings.
- Incorporate safety training and awareness into daily activities.
- Respond to Member's concerns, suggestions and complaints in a timely (24-48 hours), professional and consistent manner.
- Conduct a physical walkthrough of entire JCC several times a day and make any corrections

**Qualifications:**

- College Degree
- 3+ years prior experience managing a team. Experience in hospitality, hotel management, fitness or related fields a plus.

To apply please send resume and cover letter stating your interest and email to  
[rfried@jccotp.org](mailto:rfried@jccotp.org)

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