

JOB TITLE: Welcome Desk Associate

SUPERVISOR: Member Experience Manager

SCHEDULE: Part-Time

The Kaplen JCC (Jewish Community Center) on the Palisades is a welcoming home away from home for all who pass through its doors. Our 185,000 square foot building plus acres of outdoor grounds feature 2 fitness centers, an indoor and outdoor aquatics center, group exercise classes, cycle, and Pilate's studios, 2 gymnasiums, tennis courts, indoors track, luxurious spa, multiple playgrounds and so much more. The JCC is home to the renowned Thurnauer School of Music, Syril Rubin Nursery school, Neil Klatskin Day Camp and the JCC Dance and Drama school.

We are looking for an enthusiastic customer service driven Welcome Desk team member to join us. This position provides front-line service and is the first point of contact for members and the larger community entering our facilities. This staff member will serve as an integral part of the Health & Wellness team and play a crucial role for the entire organization. Staff are responsible for welcoming and checking in members, answering phones, managing customer issues and requests including technological support, processing sales, facilitating COVID -19 screening, and providing administrative support to the Health & Wellness team.

#### Qualifications & Specialized Skills

- Prior experience or passion for customer service or hospitality
- Ability to work and multi-task in a fast-paced environment as part of a team
- Display strong customer service skills with a positive and welcoming attitude
- Possess effective communication, organizational and interpersonal skills
- Computer skills and knowledge of relevant software (Microsoft Office Suite)
- Able to work consistent schedule either mornings, evenings, and/or Sundays
- Current CPR, First Aid, and AED (Automated External Defibrillator) certification (on-site training provided as needed)

#### Duties & Responsibilities

- Facilitate an exceptional experience for the JCC Community through warm greetings, customer service, and smooth check in processes
- Create memorable experiences for members, anticipating and accommodating their needs
- Assist members with the JCCOTP App and website
- Troubleshoot member issues and facilitate communication between supervisors
- Manage and maintain the courtesy desks in a clean and presentable form
- Be actively engaged in “cross selling” the other key revenue components of the Kaplen JCC to members/guests– i.e., Pre-school, after-school, summer camps, etc. by obtaining enough program knowledge of these key program areas.

- Knowledge of JCC emergency, security, and safety protocols (i.e., fire alarm evacuation, CPR, etc.). Calling 911 and alerting security personnel in emergency situations
- Other duties as needed
- Comfortable standing or sitting for lengthy periods
- Process financial transactions as needed
- Moderate-extended use of computer screen, right or left-hand use, typing
- Frequent use of cleaning chemicals

This job description is not intended to be all-inclusive, and the incumbent will also perform other related business duties as assigned by supervisor or other management as required. The JCC reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment.

It is the policy of this institution to provide equal employment opportunity to all employees and applicants for employment without regard to race color, religion, gender, sexual orientation, marital status national origin age, handicap, veteran status, or status within any other protected group.

Please send your resume to [jvaiana@jccotp.org](mailto:jvaiana@jccotp.org).