

JOB TITLE: Wellness Desk Receptionist

SUPERVISOR: Wellness Concierge Supervisor

SCHEDULE: Part-Time (available early mornings, nights, weekends, and select holidays)

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, indoor track, luxurious spa, multiple playgrounds and so much more.

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 and Salesforce)
- Ability to work consistent schedule either early mornings, mornings, afternoons, evenings, and/or Sundays

Duties & Responsibilities

- Facilitate an exceptional experience for the JCC community through warm greetings, excellent customer service, and seamless check in processes
- Create memorable experiences for members and guests, anticipating and accommodating their needs
- Troubleshoot member issues and facilitate communication between supervisors
- 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

This job description is not intended to be all-inclusive, and the incumbent will also perform other related 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.