



KAPLEN JCC on the Palisades

Kaplen JCC on the Palisades, Taub Campus, 411 E. Clinton Avenue, Tenafly, NJ 07670

www.jccotp.org

JOB TITLE: Welcome Desk Assistant Manager

SUPERVISOR: Welcome Desk Manager

STATUS: Full time

If you are interested in being part of a warm and welcoming professional team focused on ensuring a place of belonging and delivering excellent opportunities to its members and the community, come join our team. The Kaplen JCC on the Palisades (Kaplen JCC) is seeking a someone who thrives in a fast-paced, community-centered environment, values excellent customer service, and enjoys working with both staff and families.

KAPLEN JCC ON THE PALISADES

The Kaplen JCC is a welcoming home away from home for all who pass through its doors in Tenafly, NJ and for the wider community. We are a leading nonprofit, charitable organization deeply rooted in Jewish values and tradition, and are a vibrant and welcoming home for the Jewish People. We are a place that welcomes all, cultivating the social, intellectual, physical, and spiritual well-being of the entire community. We are a strength-based organization and pride ourselves on our inclusive and welcoming workplace that celebrates the diversity of our employees. We stress a supportive environment in which people are treated with appreciation and respect and positioned to do their best work every day. Our vision is to be the center point of Jewish life in our community and to engage all generations in our mission and values. We serve 3,000+ membership units and over 750,000 people each year in our 200,000 square foot building and acres of outdoor grounds and facilities.

POSITION OVERVIEW

We are seeking a dedicated and service-oriented Welcome Desk Assistant Manager to support the daily operations of our desks and babysitting services.

RESPONSIBILITIES AND OPPORTUNITIES

Leadership & Support

- Serve as acting Desk/Babysitting Manager in their absence.
- Recruit, hire, train, and schedule babysitting staff.
- Lead and work collaboratively with team members, fostering a supportive and respectful environment.

- Guide the team to work in a solution-focused manner, addressing challenges with positivity and professionalism.
- Flexibility is required to support occasional staff call-outs and ensure seamless front desk coverage.
- Provide support and coverage at special events as needed to ensure a seamless member experience.

Desk Management Tasks:

- Greet and assist visitors, members, and participants.
- Answer phone calls, provide accurate information, and direct inquiries appropriately.
- Maintain a clean, organized, and welcoming front desk area.
- Oversee check-in processes for programs and services.

Managerial Responsibilities & Outcomes:

- Supervise and support welcome desk staff, providing guidance and training as needed.
- Monitor service quality and member satisfaction, addressing issues promptly.
- Manage desk processes to ensure a smooth, efficient operation and a positive, welcoming experience for all members and visitors.
- Implement and enforce policies for check-in, safety, and overall member experience.
- Must be proficient in learning new software and technology, including Microsoft 365 applications, to efficiently manage daily operations.

Customer Service

- Ensure all members and guests receive exceptional service.
- Address member inquiries, requests, and feedback with professionalism and courtesy.
- Resolve customer issues or complaints promptly and effectively.

Babysitting Services Oversight

- Supervise and coordinate babysitting services offered at the JCC.
- Ensure babysitters are trained, certified, and consistently follow safety protocols.
- Monitor the safety and well-being of children in babysitting care.
- Maintain a safe, clean, and well-equipped babysitting environment.
- Respond to any issues or concerns during babysitting sessions.

Safety & Security

- Ensure babysitting staff understand and follow safety and emergency procedures.
- Monitor for safety or security issues and respond appropriately.
- Collaborate with JCC security personnel as needed.

QUALIFICATIONS & SPECIALIZED SKILLS

- Strong interpersonal and communication skills.
- Customer service experience, preferably in a fitness, recreation, or community setting.
- Ability to multitask and work in a fast-paced environment.
- CPR/AED and First Aid certification (or willingness to obtain upon hire).
- Familiarity with membership software or ability to learn new systems.
- Reliable, punctual, and a team player.
- This full-time position requires flexibility, including evenings and weekends as needed.

SALARY RANGE

\$35,000-\$42,000 commensurate with experience

BENEFITS

Complimentary JCC family or Individual membership
employee discounts on all programs, services and events
Generous paid time off, paid floating federal holidays, paid Jewish holidays
Health and dental insurance
403b employer contribution
FSA/HSA options
Life insurance
long-term disability

This job description is not intended to be all-inclusive, and the Welcome Desk Assistant Manager will also perform other reasonably related business duties as assigned by its supervisor or other management, as required. The Kaplen JCC reserves the right to revise or change job duties as needs arise. This job description does not constitute a written or implied contract of employment. The Kaplen JCC is proud to be an equal opportunity employer. In keeping with our Jewish values, we are dedicated to a policy of nondiscrimination in employment on the basis of race, religion, color, sex, sexual orientation, gender identity or expression, national origin, age, marital status, citizenship, veteran's status, physical or mental disability that does not prohibit the performance of essential job functions (with or without reasonable accommodation) or any other basis protected by federal, or applicable, state or local law. We welcome everyone interested in our mission to join us. If you require accommodation, please contact us and we will make every effort to meet your needs.

Don't meet every single requirement? Studies have shown that women and people of color are less likely to apply for jobs unless they meet every single qualification. At the Kaplen JCC, we are dedicated to building a diverse, inclusive, and authentic workplace, so if you're excited about these roles but your past experience doesn't align perfectly with every qualification noted above, we encourage you to apply. You may be just the right candidate for this or other positions.

To Apply: Please send cover letter and resume to Allyson Carolan, Membership Director at: acarolan@jccotp.org