



# KAPLEN JCC on the Palisades

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

[www.jccotp.org](http://www.jccotp.org)

**JOB TITLE:** Welcome Desk Associate

**SUPERVISOR:** Annalisa Thompson- Welcome Desk Manager

**STATUS:** Hourly (Part-Time)

Join a team that's at the heart of the community! The **Membership Department** at the Kaplen JCC is looking for a warm, professional individual to help us foster a place of belonging. If you are focused on delivering excellent service and building lasting relationships within our community, come be a part of our professional team.

## 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 an enthusiastic, service-oriented Welcome Desk team member to join our staff. This role serves as the first point of contact for members and guests and is an integral part of the Health & Wellness team. Responsibilities include greeting and checking in members, answering phones, assisting with member inquiries and technology support, processing transactions, facilitating health and safety procedures, and providing administrative support to the department.

## RESPONSIBILITIES AND OPPORTUNITIES

- Deliver an exceptional experience for the JCC community through welcoming interactions and efficient check-in processes
- Anticipate and respond to member needs to create positive, memorable experiences
- Assist members with the JCCOTP app and website navigation

- Troubleshoot member concerns and coordinate with supervisors as needed
- Maintain courtesy desks in a clean, organized, and professional manner
- Promote key JCC programs (e.g., Preschool, After School, Summer Camps) by maintaining general knowledge of offerings
- Follow all JCC emergency, safety, and security protocols, including contacting emergency services when necessary
- Process financial transactions accurately
- Perform additional duties as assigned

### **Physical & Technical Requirements**

- Ability to sit or stand for extended periods
- Frequent computer use, including typing
- Occasional handling of cleaning supplies and materials

### **QUALIFICATIONS & SPECIALIZED SKILLS**

- Previous experience in customer service or hospitality, or a strong interest in providing excellent service
- Ability to multitask and work effectively in a fast-paced, team-oriented environment
- Strong customer service skills with a friendly, professional demeanor
- Excellent communication, organizational, and interpersonal skills
- Proficiency with computers and Microsoft Office Suite
- Availability to work a consistent schedule, including mornings, evenings, and/or Sundays
- Current CPR, First Aid, and AED certification (training provided if needed)

### **SALARY RANGE**

Between \$16.48-\$18- Rates vary on time of day.

This job description is not intended to be all-inclusive, and the Welcome Desk Associate 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 resumes to Allyson Carolin at: [acarolan@jccotp.org](mailto:acarolan@jccotp.org)