
Job Title: Welcome Desk Attendant
Department: Membership
Reports To: Welcome Desk and Café Manager

FLSA Status: Non-Exempt
Prepared Date: May 14, 2018

All employees are expected to represent the J's Vision, Mission, and Values while conducting their job duties:

Vision: The Stroum Jewish Community Center will inspire connections that build community and ensure Jewish continuity. Mission: Together we celebrate outstanding programs, partnerships, and spaces that welcome everyone to learn, grow, and celebrate Jewish life and culture. Values: K'lal Yisrael (Jewish Peoplehood), Hachnasat Orchim (Welcoming Everyone), Limud (Learning), Simcha (Joy), Derech Eretz (Respect and Common Courtesy), Shmirat haNefesh v'haGuf (Taking Care of Oneself, Body and Soul), Kehillah shel Chaverim (A Community of Friends).

Position Summary:

The Welcome Desk position is responsible for providing stellar customer service to members and guests of the SJCC at the Welcome Desk.

Essential Duties and Responsibilities:

- Greet members and guests as they arrive, direct them as needed.
- Correctly enter sales into the computer as needed.
- Ensure exceptional customer service.
- Ensure proper security procedures are followed at the Welcome Desk; follow security protocols at all times; report unusual behavior.
- Ensure proper sign-in occurs for guests.
- Provide tours of the facility and answer questions about J membership to members and guests.
- Other duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education/Experience:

High school diploma or general education degree (GED); one to three months of related experience and/or training; or equivalent combination of education and experience is required.

Previous experience and/or current skills must include: customer service orientation with specific strength in diplomacy and discretion; demonstrated ability to work effectively, both independently and as part of a team.

Certificates and Licenses:

No specific certificates or licenses required.

Computer Skills:

Working knowledge of Microsoft Word, Excel, and Outlook is required.

Language Skills:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Math Skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent, and to draw and interpret bar graphs. Ability to calculate figures and amounts such as discounts and percentages.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
Ability to deal with problems involving several concrete variables in standardized situations.

Physical Demands and Work Environment:

The information described below represents the physical activities and surroundings one may encounter when performing the duties of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: To perform the job, the employee is frequently required to talk, hear, stand, walk, and reach with hands and arms. The employee may occasionally be required to stoop, climb, balance, kneel, bend, crouch, and crawl. The employee may be required to lift up to 25 pounds occasionally and push/pull up to 50 pounds infrequently.

Environmental Conditions: The work is typically performed in a front desk environment, with a moderate to loud noise level. Occasional travel to other areas of the facility may be required, where the noise level is moderate to loud and environmental conditions may include slippery surfaces, crowded areas, or working near moving parts (e.g. exercise equipment).