

Job Title: Guest Experience Specialist
Department: Membership / Fitness
Reports To: Welcome Desk Manager / Fitness Manager

FLSA Status: Non-Exempt, Part-Time
Prepared Date: March 2022

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 Guest Experience Specialist is responsible for providing exceptional customer service to members, guests, and employees at the agency's Welcome Desk, J Café, and/or Fitness Center. The Specialist plays an integral role in creating a positive and welcoming experience for members and guests visiting the Stroum Jewish Community Center.

Essential Duties and Responsibilities:

- Provide exceptional customer service to members, guests, and employees.
- Answer questions and provide information to members/guests, in person and over the phone, in a friendly and respectful manner.
- Ensure proper security and safety procedures are followed.
- Answer main phone line at the Welcome Desk and transfer calls to appropriate extension.
- Ring up orders and make espresso drinks at the J Café; track and stock food/drink inventory; ensure compliance with all Health Department requirements.
- Manage the J Café cash register, Welcome Desk phone, and use the Membership database system.
- Ensure cleanliness and professional appearance is maintained in the J Café, Welcome Desk and Fitness Center (including cleaning equipment, as needed).
- Provide tours of the community center as needed, and answer questions about J membership.
- Perform work on weekends and evenings as needed to meet applicable deadlines or scheduling needs.
- Perform opening/closing tasks in a timely manner.
- Record Fitness Center usage.
- Escalate any concerns to supervisor.
- 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:

- Customer service experience.

Knowledge, Skills, and Abilities:

- Ability to work effectively and respectfully with people of all ages and backgrounds.
- Excellent interpersonal, communication, and customer service skills.
- Strong problem-solving skills.
- Ability to operate a multiline phone system, cash register, and PC computer.
- Knowledge of relevant health and safety practices.
- Ability to maintain confidentiality.
- Ability to work effectively independently and in a team setting.
- Ability to exercise good judgment.
- Ability to read, speak, and type in English.

- Ability to work weekends and evenings.

Additional Employment Requirements:

- Satisfactorily pass a criminal background check
- Up-to-date with COVID-19 vaccinations, as defined by King County Public Health (employees may make requests for a reasonable accommodation in accordance with applicable laws)

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 occasionally.

Environmental Conditions: The work is typically performed in a front desk, café and fitness center environment, with a moderate to loud noise level. Working conditions include use of an espresso machine and exposure to hot and cold liquids and food items. 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).

*At the SJCC, our mission is to create community spaces for all and to fulfill **Tikkun Olam** or our obligation to make the world a better place. We know that we cannot do this without providing inclusive opportunities for everyone and celebrating our differences. As an equal opportunity employer, all qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, Veteran status, age, or any other characteristic protected by applicable law.*