

Job Title: Manager on Duty
Department: Membership/Welcome Desk
Reports To: Welcome Desk Manager

FLSA Status: Non-Exempt; Part-Time
Prepared Date: May 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 Manager on Duty is responsible for providing leadership, problem-solving, and other support during the agency's evening and weekend hours, responding to any emergency or escalated matters that arise during their shift and ensuring agency procedures are being followed. The Manager on Duty (MOD) will also support Guest Experience Specialists at the Welcome Desk and Fitness Center as needed, as well as the SJCC Membership department through conducting tours to prospective new members, supporting member acquisition and retention, and entering information into the membership database system.

Essential Duties and Responsibilities:

- Conduct periodic building checks throughout shift, covering all programs and building areas; ensure all individuals vacate the building by closing.
- Respond to any escalated and/or complex customer service or other matters that arise during shift, ensuring agency protocol is followed, all individuals are treated in a professional and respectful manner, and incidents are documented and communicated to relevant team members.
- Make on-the-spot decisions regarding any emergencies that may arise during shift (e.g. injuries, power outages, security concerns, etc.), in line with agency procedures; provide direction to other staff to assist as needed.
- Support the Guest Experience Specialists at the Welcome Desk, J Café, and Fitness Center as needed, including answering member questions, helping check people in during heavy traffic times, answering the phone, and directing people to where they need to go.
- Support SJCC Membership, including but not limited to: outreach, acquisitions and retention; provide information to prospective members and offer tours of the facility.
- Utilize membership software systems to manage data, file, manage forms, and complete necessary paperwork.
- Steward relationships with current and potential members, creating a sense of welcoming and belonging for all.
- Ensure proper security, health and safety procedures are followed by all.
- Communicate information from shift to supervisor and/or relevant colleagues in a timely manner.
- 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.
- Supervisory 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.
- Excellent supervisory skills.
- Strong problem-solving skills.

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- Knowledge of relevant health and safety practices.
 - Ability to operate a multiline phone system, walkie talkie, cash register, and PC computer.
 - Ability to exercise good judgment.
 - Ability to maintain confidentiality.
 - Ability to work effectively independently and in a team setting.
 - 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)
- Current CPR/AED (Adult and Child) and First Aid Certification, or willing to complete course(s) by required deadline.

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.*