



JOB DESCRIPTION

TITLE: Welcome Desk Staff

DEPARTMENT: Building

STATUS: Part time (hours vary)

SUPERVISOR: Director of Operations and Facilities

SUMMARY:

The Welcome Desk Supervisor is responsible for being the face or main point of contact as members and guests participate in programs and services provided by the Federation, at the Levin JCC. This position best fits people with a pleasant, service-oriented manner.

MAJOR DUTIES:

- Greeting and engaging a diverse public face-to-face
- Communicating effectively to both patrons and team members
- Retaining and paraphrasing information regarding membership, programs and events published in printed material, emails and on the organizations website
- Proficiency in Microsoft Office products and database/point of sale systems
- Answering primary phone line and transferring calls to the appropriate parties
- Providing direct customer service in areas of program registration, class registrations, and point of sale transactions
- Handling cash, check or credit card payments, entering transactions into POS, and issuing a receipt
- Willingness and enthusiasm to take on various administrative tasks as assigned

REQUIRED QUALIFICATIONS/REQUIREMENTS:

- High school diploma or GED
- Outstanding customer service and communication skills

- Ability to follow through on systems and procedures
- Available to work evenings and weekends
- Ability to lift up to about 30 pounds, be around gluten and other potential allergens, and traverse around our building.

The Jewish Federation of Durham Chapel Hill does not discriminate on the basis of sex, sexual orientation, gender expression, age, race, ethnic origin, color, religion, nation origin, creed, marital status, disabled veteran status, or the presence of any sensory, mental, and/or physical disability that does not prevent the performance of the specific core tasks of this position.