Manager on Duty – Weekend Floater

Jewish for Good serves as the vibrant hub where everyone belongs, nourishing the roots of local Jewish life. We provide engaging opportunities that deepen Jewish connections, knowledge, and relations to Israel, services for helping those in need; programs that foster healthy living; and pathways for charitable giving. We are located in the Levin JCC at 1937 West Cornwallis Road, Durham, North Carolina, 27705.

**POSITION OVERVIEW:**

The Manager on Duty – Weekend Floater supervises the building and assists with day-to-day operations and events that happen on weekends and after hours. This position is responsible for assisting with the smooth flow of visitors during busy times, regularly performing walk-throughs of the building, and ensuring that facilities policies are followed. The MOD is responsible for creating first-class member and guest experiences by delivering the highest quality customer service and ensuring safety and security needs are met. The MOD is a proactive can-do individual who enjoys staying busy, engaging with others, and ensuring things run smoothly.

The MOD works as a team with the Welcome Desk Associates and the rest of the program staff. The best person for this role cares about building sincere relationships while maintaining professionalism, has a service-orientated mindset, and is comfortable in a fast-paced environment.

This is a Front-Line Staff position meaning the role provides direct services to members, users, and guests. The role is a part-time (hourly) position.

**RESPONSIBILITIES:**

- Provide high quality customer service to members and guests.
- Welcome and engage all members and guests that are in your area; Support the Welcome Desk staff for check ins, health checks, point of sales, calls, etc, particularly during busy times, eg the start of an Open Swim shift or a Group Ex class.
- Provide breaks for the Welcome Desk staff so that there is constant coverage.
• Conduct regular walk-throughs of the building to ensure safety and cleanliness, which may include restocking paper towels, soap, etc; as well as ensuring all policies are being followed.
• Ongoing laundry during Saturday and Sunday shifts.
• Do a thorough cleaning of all equipment in the fitness center/fitness annex in the gym 2-3 times during the shift.
• Provide membership tours as scheduled.
• Assist with set up, clean up, or needs that arise for event as needed.
• Ensure safety and security of guests and facilities.
• Complete opening and/or closing building duties if applicable.
• Demonstrate a positive attitude through courtesy, service, cooperation, hospitality, and sensitivity to internal and external customers.
• Elevate the culture of service by going above and beyond for our members; being proactive and finding ways to say yes.
• Enforce facilities policies in a firm and tactful manner.
• Resolve conflicts with courtesy and professionalism.

Qualifications

REQUIRED QUALIFICATIONS:

• High school diploma or GED
• Outstanding customer service and communication skills: flexibility, quick thinking, multi-tasking
• Ability to follow through on systems and procedures
• Ability to operate a PC, database management, and CRM software
• 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

Position Benefits

As a part-time, hourly employee, this position is eligible for the following benefits:

• Free All Inclusive Individual Membership
• Discounts on programs and services
• Ongoing professional development aligned with career arch
Jewish for Good’s Non-Discrimination Statement

Jewish for Good at the Levin JCC is an organization based on Jewish values. All Jewish for Good programs are open to anyone who wishes to participate, regardless of religious affiliation or background.

Jewish for Good 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.

APPLY ONLINE
www.jewishforgood.org/our-team

QUESTIONS?
Contact info@jewishforgood.org or 919-354-4936