Welcome Desk Associate

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.

Job Description

POSITION OVERVIEW:

The Welcome Associate is responsible for creating first-class member and guest experiences at Jewish for Good by delivering the highest quality customer service and ensuring safety and security needs are met. This position is responsible for a wide array of knowledge about Jewish for Good and its programs and services. The Welcome Desk Associate plays a vital role in making visitors welcome when they enter or phone, and is integral in connecting visitors to the right people, places, and programs.

The Welcome Desk Associates work as a team with 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:

- Welcome and engage a diverse public face-to-face; making eye contact and verbally greeting everyone as they enter the building.
- Acknowledge members and guests as they exit the building.
- Initiate, develops, and maintain positive relationships with members, guests, and staff; excellent listening, communication, and interpersonal skills.
• Answer the phone line in a timely and courteous manner; obtaining appropriate information to provide accurate information or transfer the call to the correct staff member.
• Retain and paraphrase information regarding membership, programs and events published in printed material, emails and on the organization’s website.
• Provide direct customer service in areas of program registration, class registrations, and point of sale transactions.
• Elevate the culture of service by going above and beyond for our members; being proactive and finding ways to say yes.
• Enforce the facilities policies in a firm and tactful manner.
• Resolve conflicts with courtesy and professionalism.
• Handle cash, check or credit card payments, entering transactions into POS, and issuing a receipt.
• Maintain organization of physical space, including packaging café items and folding towels.
• Follow proper opening and closing duties as assigned.
• Willingness and enthusiasm to take on various administrative tasks as assigned.

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 non-traditional hours; for example, opening at 5am, closing at 9pm, and/or working on weekends
• Ability to lift up to about 30 pounds, be around gluten and other potential allergens, and traverse around our building
• Demonstrating a positive attitude through courtesy, service, cooperation, hospitality, and sensitivity to internal and external customers
• CPR and First Aid certifications, within 30 days of hire.
Position Benefits

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

- Free All Inclusive 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 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.

Apply

APPLY ONLINE
www.jewishforgood.org/our-team

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