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***The Levite Jewish Community Center:  
Front Desk Customer Experience Team  
Member – Early Mornings  
5am-9am***

**LJCC Identity Statement**

Through the lens of Jewish identity and values, the Levite Jewish Community Center provides a welcoming, family-oriented gathering place for a diverse membership to engage in a meaningful experience of the mind, body and soul.

**LJCC Vision Statement**

The Levite Jewish Community Center will be recognized as a model for member-centered, high quality Jewish programming, education and recreation. We will be known for superior facilities and visionary leadership through financial sustainability and community outreach.

**LJCC Core Values**

- We cultivate memorable life experiences and meaningful relationships
- We pursue collaboration within the Jewish and broader communities
- We empower individuals to learn and understand Jewish values
- We provide a welcoming and open environment
- We embrace and celebrate diversity
- We encourage wellness of the mind, body and soul
- We connect our community to the people of the State of Israel

**General Position Summary**

The Front Desk is the central hub of the Levite Jewish Community Center. Front Desk Customer Experience Team Members (Team Members) are responsible for providing logistical information, checking members into the facility, and maintaining a positive attitude when talking to members and coworkers. Team member is the first point of contact for all entering the front entrance and are thus responsible for creating a welcoming and friendly environment where everyone is treated with dignity and respect, in a friendly and personalized manner

In a typical day, team member can expect to perform reception services at the front desk. This includes, but is not limited to, greeting and screening LJCC members and visitors; ensuring that each signs-in or presents a membership card. You will also answer a multi-line telephone; screen and direct calls to appropriate personnel; take accurate messages. Provide information in response to general inquiries, including questions about membership, programs, schedules, center services, etc.

A qualified team member candidate will be able to provide top tier, exceptional service in a fast-paced environment while communicating information about our membership plans, events, and programs knowledgeably and professionally. A qualified candidate is willing to go above and beyond to ensure a positive experience for our members and guests.

We are currently seeking high energy, reliable candidates who can work flexible shifts that include evenings or early mornings and weekends or holidays.

**Essential Functions**

- Greet all LJCC visitors (members, guests, program participants, etc.) by standing and smiling when they enter the facility.

- Be reliable, courteous, and punctual in responses to any and all member inquiries
- Assist with inquiries by telephone and in person
- Communicate all information regarding membership levels and privileges to guests accordingly
- Maintain knowledge of facility, programs, and staff to answer questions and assist members with basic registration information, program location, and additional information as required
- Address and respond to customer and staff questions, requests, concerns, and issues in a timely and efficient manner

### **Position Relationships**

- Smile and greet all customers as they arrive and depart
- Treat coworkers with respect
- Be dependable, reliable, and arrive promptly for shifts
- Possess an ambitious, professional, and strong work ethic
- Possess exceptional customer service skills; attentiveness and ability to communicate clearly and politely; bring positivity; be knowledgeable about Department Programs, Events and Membership information. Ability to foresee Members and Guests needs and take any action needed.

### **Position Requirements**

- Great interpersonal skills
- Proactive problem-solving skills
- Clear and friendly communicator with strong English verbal and written communication skills
- Ability to prioritize
- A track record of strong follow-through and organizational skills
- Experience in a customer service setting
- Experience with data entry or willingness to quickly learn
- Familiarity with the Jewish community and basic customs preferred
- Excellent Microsoft Office Skills
- Demonstrated ability to show accuracy and attention to detail
- Independent judgment, initiative and advanced administrative skills required
- Must be available to work shift hours that include evenings, weekends, and holidays