
The Levite Jewish Community Center: Welcome Center – Part Time/Seasonal

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 Welcome Center is the hub of the LJCC and serves as a resource center for members, guests, and staff. The Welcome Center receptionist's responsibilities are to direct people to the appropriate departments, to provide people with information about our programs and events, and to create a friendly and welcoming environment.

Essential Functions

1. Greet all members, guests, and staff enthusiastically and with a (covered up) smile.
2. Efficiently handle the check in process, complete with temperature checks and reservation confirmations while following and enforcing all COVID policies and procedures.
3. Answer multiline telephone and field calls. Within that, readily have knowledge of basic JCC information –including, but not limited to, class schedules, building hours, programs, services and activities offered at the LJCC.
4. Make and cancel reservations for all areas of the LJCC in Signup Genius following COVID policies and procedures.
5. Be familiar with all JCC staff, their job roles and have the ability to efficiently and appropriately direct inquiries to appropriate staff.
6. Provide basic membership information to members and prospective members as well as refer them to the Membership Director or Membership Associate for further details.
7. Work as a team with all other departments.
8. Assist with keeping the Welcome Desk efficiently stocked and clean. Sanitize door handles and workstation regularly.
9. Embrace all Core Values and all inherent mission, goals, directives and tasks of the LJCC.
10. Be prepared to make decisive decisions when necessary, as the Front Desk is the first in the chain of member relations. Within this, work to make members feel welcome and a part of the community by building pleasant relationships with them.
11. Must be able to sit, walk, stand, bend, reach, stoop and lift up to 25 pounds.
12. CPR/AED Certification – We can train.

Job Scope

Recurring work situations with occasional variations from the norm. Job involves a moderate degree of complexity. Operates from established and well-known procedures typically but may have to use a high degree of creativity in meeting the individual need of the member or guest. Operates independently with minimal supervision. The LJCC is a community center that is open 7 days a week and must be treated that way with a respectful mind set of others and shared spaces happening in and around the center at all times.

Supervisory Responsibility

N/A

Interpersonal Contacts

Contacts are made with others both inside and outside of the LJCC. Fulfill the needs of our members and guests by providing services on-site through the use of both phone and face-to-face interactions. Must be able to handle confidential/sensitive information of our members and guests with the utmost discretion.

Education and/or Experience

High School diploma or equivalent
One (1) year experience in customer service or other service industry.

Specific Skills

Great communication and listening skills
Attention to detail
Professionalism and reliability
Ability to problem solve and operate independently
Ability to multi-task under pressure
Manage emergency situations

Job Conditions

Have flexibility to work different shifts. Frequent interruptions may occur. Maintain a clean cut and professional appearance. Some Holiday work may be required.

Reports to: Membership Director

Rate: TBD

Benefits: N/A

The Levite Jewish Community Center is an Equal Opportunity Employer