



Jewish Community Center of Greater Albuquerque

Front Desk Representative

**PART TIME: 25 Hours/Week:
Weds, Thursdays, Fridays and Sundays**

Summary/Objective:

The Front Desk Representative is responsible for greeting members and checking them in when they enter the facility. They are also responsible for entering information into tracking for members and staff entering and leaving the facility and for greeting visitors and locating appropriate staff to assist them. This individual also answers incoming calls to the JCC and answers basic questions and/or transfers calls to the appropriate person. This position is the face of the JCC and is the first person people see on entering and the last one they see when they leave. The position is critical for maintaining positive relations with members, staff and visitors.

Essential Functions:

1. Greet members, staff and visitors at the front desk when they enter the facility in a friendly, professional manner, with the goal of making everyone feel welcome and comfortable in our facility.
2. Conduct required COVID screening (including taking temperatures). Ensure no one enters without meeting appropriate screening criteria.
3. Answer questions as needed and/or direct questions to other staff as appropriate.
4. Check in members in the system.
5. Check in staff.
6. Greet visitors and contact appropriate staff person to assist them.
7. Answer phones for all calls into the facility; answer basic questions such as facility hours, program availability, etc. Direct / transfer calls to appropriate staff members as requested or appropriate.
8. Check when members leave in order to maintain appropriate capacity numbers and to track who is in the facility at any given time.
9. Ensure all paperwork and tracking is completed appropriately and turned in as required.
10. Cross train and support other departments as needed or assigned.
11. Other duties as requested or directed.

Required Education and Experience

1. High School Diploma or GED: and at least 18 years of age.
2. Experience in a retail or other similar customer facing position strongly desired.
3. Strong communication skills
4. Computer proficiency
5. Must be able to work nights and weekends
6. Strong customer service skills
7. Strong organizational skills
8. Basic computer skills
9. Basic knowledge of office equipment and use.
10. Ability to deal with a wide range of people in person and on the phone, in a dynamic, enthusiastic and professional manner in a highly customer oriented fashion.

The JCC is an Equal Opportunity Employer and fully complies with all Federal, State and Local Laws.

Send applications to jennifert@jccabq.org