



## Guest Services Associate

### **About the Edlavitch DCJCC:**

Guided by Jewish values and heritage, the Edlavitch DCJCC engages individuals and families through its cultural, recreational, educational, and social justice programs by welcoming people of all backgrounds to connect, learn, serve, and be entertained together in ways that reflect the unique role of the Center in the nation's capital.

### **The Opportunity:**

The Edlavitch DC Jewish Community Center is seeking a Part-Time Associate to join the Guest Services team for weekend and weekday evening shifts. The Guest Services Associate works closely with the Membership Services Director, Membership Sales Manager, Guest Services Manager, and other Guest Services staff to ensure smooth, friendly, and efficient operation of the EDCJCC's reception desk. This position is primarily for weekend and weeknight availability.

The Guest Services Associate is the front face of our organization. Every visitor interacts with Guest Services as they enter the building. Our patrons and staff rely on the Guest Services team for smooth interactions between guests, staff, and programs. The Guest Services desk is a hub for the daily operations of our busy community center.

### **About You:**

- You are outgoing and enjoy meeting new people from all walks of life.
- You understand that good customer service is relational and greet guests warmly even while under pressure.
- You are enthusiastic about meeting our guests needs.
- You stay up to date on programs and happenings at the center.
- You are self-motivated and don't wait for someone to tell you what to do at every step.
- You have excellent attention to detail and exceptional follow through.
- You ask for help and clarification when you need it, and you provide help to your colleagues when you can.
- You are a professional and are respectful of members and colleagues.

### **Key Responsibilities:**

#### **Customer Service**

- As the "front face" of the EDCJCC, maintain the highest level of professionalism and customer service with constituents and staff alike.
- Maintain familiarity with various operations, security, and check-in procedures and strive to provide a "seamless" check-in feeling to incoming guests.
- Greet visitors to the facility, inform appropriate staff member of their guest's arrival and direct the guest accordingly.
- Operate multi line main console switchboard and direct calls to appropriate party.
- Maintain familiarity with all scheduled programs and activities weekly/daily
- Keep the reception desk clean and organized.

### **Front Desk Management**

- Stay in communication with programmers and make updates to daily schedule as needed and communicate updates to other desk staff and management as appropriate.
- Attend Guest Services staff meetings.
- Work all scheduled shifts, find substitutes for needed shift changes, keep the front desk work schedule/calendar and management up to date with shift changes.
- Ensure that the next staff on shift has all the tools needed to perform their job efficiently, including physical materials and program knowledge. Arrive five minutes before scheduled shift to review program updates and begin shift prepared.

### **General Operations**

- Facilitate entry into the building/parking lot using buzzer system.
- Sign-in visitors and guests via appropriate method per type of visit.
- Check-in visitors to the fitness center, pool, and group exercise classes.
- Assist security in monitoring front door/parking lot/building inside and outside activity on CCTV system. Report any suspicious activities to security.
- Work with Membership Services Director on data entry and administrative tasks as needed.
- In the event of a drill or emergency, notify all staff/appropriate staff and follow security procedures for that event. Maintain active understanding of current security plan.
- Sign for deliveries, prompt security to check-in packages, and advise recipients of the delivery. Contact maintenance as needed to deliver large packages in the building and keep reception area clear.
- Assist staff in holding items for guest pick-up, using appropriate information form.
- Communicate with security, and maintenance via walkie-talkie as needed.
- Check Outlook daily for security alerts and staff updates/notices.

### **Qualifications:**

- 2-3 years of customer experience
- Prior experience in a front desk/reception position a plus
- Prior experience with a community center preferred
- Basic computer, POS, and Microsoft Office experience a must
- Ideal candidate would be a fast learner, able to be productive under pressure, capable of handling high volume/multi-program needs, and has excellent time management skills.

**Benefits:** Paid sick leave, individual membership at the EDCJCC (fitness, pool, discount or free tickets to certain classes and events), time-and-a-half pay for working on certain Federal and Jewish holidays, pay rate: \$17.00 per hour.

**To apply,** please submit a resume and cover letter detailing your experience and interest in the position to Tena Howell, Membership Services Director, [thowell@edcjcc.org](mailto:thowell@edcjcc.org).