

COMMUNITY CENTER ASSOCIATE

Basic Function: Perform customer service administrative support functions and primarily building operations including but not limited to cleaning, organizing, and maintaining the overall experience at the Community Center. Welcome community center members and guests and assist with program registrations, inquiries and payments. Provide information on facility rentals, book reservations and undertake rental support activities. Answer phone calls, maintain accurate records and monitor facility and user safety. Perform related work as required. Work hours can vary but would not exceed 29 hours per week.

Supervision Received: Work is performed under the supervision of the Community Center Director.

Responsibilities and Duties: An employee in this position may be called upon to do any or all of the following: (Employee may be expected to perform additional tasks as required.)

1. Member services
 - a. Ensure a welcoming and positive customer experience
 - b. Monitor check-in activity
 - c. Respond to inquiries about programs, services, hours of operation and events
 - d. Handle membership registrations, inquiries, renewals and payments
 - e. Address complaints and resolve problems
2. Facility Rentals
 - a. Provide information on rental spaces – amenities, rates, availability
 - b. Assist with booking reservations and processing payments
 - c. Assist with rental set up and tear down as needed
 - d. Perform general cleaning throughout the Community Center
3. Administrative
 - a. Ensure a clean, organized, and welcoming front desk area
 - b. Maintain accurate and organized records, paperwork and documents
 - c. Monitor the safety and security of the facility and users
4. Perform related work as required.

Desirable Qualifications for Employment: An employee in this class should have the equivalent of the following knowledge, training and experience.

1. Functional knowledge of and proficiency with desktop computer applications, particularly Microsoft Word and Outlook. Knowledge of RecDesk software a plus.
2. Skill and accuracy in operating standard office equipment (phone system, calculator, copier, postage machine, etc.)
3. Willingness to work flexible hours, including evenings and weekends as needed
4. Strong attention to detail and accuracy. Ability to multi-task and organize
5. Strong verbal and written communication skills with the ability to engage with people of all ages and backgrounds
6. Personal demeanor that promotes positive customer service and produces effective working relationships

with members, renters and the public.

7. Required training includes a high school diploma supplemented by additional relevant education. Previous customer service or front desk experience is desirable.
8. Acquire CPR/AED Certification and First Aid Certification within one year of appointment
9. Work area and facility have intermittent noise. The job requires the physical ability to sit or stand in one position for extended periods of time; occasionally lift/push/carry items weighing 25 pounds; ability to talk, hear, see, walk, stand. Extended working hours may be periodically needed to meet cyclical workload and deadlines.