



## Welcome Desk Associate

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Position Title: Welcome Desk Associate

Supervisor: Membership and Marketing Director

Department: Membership

Professional Staff Status: Full-Time/Part-Time Hourly Non-Exempt

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### Position Summary:

The Welcome Desk Associate is the primary point of contact to members and the public, responsible for greeting people that come to the building, answering questions in person and on the phone, and being the central hub for all agency information. The Welcome Desk Associate is responsible for providing superb customer service and assisting with general office duties as assigned.

### Essential Job Functions:

- Provide excellent customer service internally and externally, to all members, guests and staff, taking initiative to independently solve problems and find answers to questions.
- Serve as a member of the membership team, conducting membership and facility tours, and assisting with the membership registration process.
- Administer building opening and closing procedures, including readying building systems for daily operation and conducting sweeps of the building.
- Field all incoming phone calls in a professional, courteous manner, actively promoting services and programs at the point-of-sale, placing a priority on customer service and taking personal responsibility to meet customer needs.
- Process appropriate paperwork from members, non-member program participants, and guests, including that proper forms are submitted for memberships, registrations and guest visits.
- Process payments and shift close-outs in accordance with the JCC's accounting and cash handling policies.
- Enforce security procedures, including ensuring that all entrants to the building follow established sign-in procedures and are current on their dues. Report all security concerns or suspicious behaviors to management or the proper authorities.
- Address member and guest concerns in adherence with JCC policies. Complete accident reports and maintenance requests as required, or communicate immediately, and serve as the liaison to the building services and membership teams to resolve issues.
- Act as the Team Leader for the procedures contained in the Emergency Action Plan (EAP).
- Assist with clerical duties including the preparation of mailings and other materials.
- Other duties as assigned.

### Job Qualifications:

**The Jewish Community Center of Allentown  
702 North 22<sup>nd</sup> Street  
Allentown, PA 18104**

- Positive attitude and professional appearance, with a focus on customer service at all times.
- Excellent written and verbal communication and interpersonal skills. Attention to detail related to spelling, grammar, punctuation and JCC brand standards. Intermediate knowledge of Microsoft Word and Excel required.
- Ability to multi-task and manage multiple projects.
- Current CPR/AED certification and First Aid training, or the ability to obtain within the first 30 days of employment.
- High school degree or equivalent; experience working in an office environment preferred.
- Knowledge of Jewish culture, traditions and celebrations, or willingness to learn. The JCC is a diverse community with members and staff from all backgrounds, built on Jewish and universal values.
- Ability to sit and/or stand for moderate periods of times; ability to lift 20 pounds.
- Ability to pass a criminal history and child abuse background check.

**About the JCC of the Lehigh Valley:**

The Jewish Community Center of the Lehigh Valley is a vital cultural and educational center and the hub of the Jewish community. Serving the community for 100 years, the JCC of Allentown strives to sharpen the mind, strengthen the body and inspire the spirit of the entire community through social, education, recreation and wellness programs instilled with Jewish values, culture and tradition. The JCC is open to people of all faiths and backgrounds, and our diverse membership shares a common goal of building a strong community and caring for one another. At the JCC, people participate in a wide-range of cultural, recreational and educational activities, and develop lifelong friendships. For more information, please visit [www.lvjcc.org](http://www.lvjcc.org).