

The Addison-Penzak JCC in Los Gatos, CA is looking for Service Desk Receptionists. Qualifications include CPR/AED certification, experience working a front desk, ability to multi-task effectively, strong communication skills, great customer service, and passion for helping others.

Position Summary:

The Service Desk is the hub of the JCC and serves as a resource center for all members, guests, and staff. The Service Desk Receptionist's responsibilities are to make sure people are directed to the appropriate departments and to provide people with the answers they need about our events and programming. They deliver beyond our member's expectations, contribute to member retention and membership sales, and create a friendly and welcoming environment.

Essential Functions:

- Say, "Hi," and smile while greeting members, guests and staff enthusiastically
- Efficiently handle the check-in process
- Answer telephone and field calls
- Schedule massage appointments either in person or by phone
- Assist members with purchases of retail goods and club services
- Present membership information to prospective members, as well as refer them to Member Sales Department
- Work as a team with all other departments

Other Functions:

- Be knowledgeable about all programs, services and activities offered at the JCC
- Promote center services and programs
- Assist with keeping the club well stocked and clean
- Maintain massage log, will call file and log, and lost and found log, etc.

Education:

- High School Diploma

Experience:

- 1 year in customer service or
- 1 year in service industry

Specific Skills:

- Communication skills
- Basic accounting skills
- Ability to multi-task effectively under pressure
- Manage all emergency situations

Specialized knowledge, licenses, etc.:

- CPR/AED certified
- Know proper emergency procedures for the center

Working Conditions:

- Fitness Center/Community Center environment

Physical Requirements:

- Ability to stand for several hours in a same shift
- Ability to lift 25 lbs.

To apply send resume to Virginia Puccio at virginiap@svjcc.org.