

POSITION DESCRIPTION

Organization:	Boulder Jewish Community Center [Boulder JCC]
Job Title:	Afternoon/Evening Receptionist Part-time and full-time options
Department:	Operations
FLSA Status:	Non-Exempt

ABOUT THE BOULDER JEWISH COMMUNITY CENTER

The Boulder Jewish Community Center's [Boulder JCC] mission is to provide programs and services based in Jewish values and traditions in a place where people of all ages and backgrounds gather to connect, exchange ideas, learn, and grow. The Boulder JCC is recognized for its innovative approaches to community engagement with the next generation and families through meaningful experiences and philanthropy.

The Boulder JCC recently completed building its new 52,000 square foot facility sitting on a beautiful 10-acre campus in East Boulder. As a community convener and one of the central addresses of Jewish life in Boulder County and beyond, the Boulder JCC prides itself on offering a wide array of community programming including one of the best Boulder preschools, day camps, after school classes, and arts and culture programs serving infants, toddlers, youth, families, teens, young adults, and adults. The new Boulder JCC further fulfills its mission by being a primary destination for all of Boulder County as a place for meetings, celebrations, fundraisers, and other community events.

The staff at the Boulder JCC is hard working, collaborative, passionate, and committed to mission. The team is driven by a desire to serve the community broadly and deeply. The organization continually strives to improve its delivery of content and services with a focus on its values. The Boulder JCC endeavors to hire individuals who are committed to the JCC's values, believe in the power of community and want to help grow a dynamic organization.

JOB SUMMARY

The Receptionist reports to the Senior Director of Operations and has the primary responsibility of ensuring a welcoming and informative presence for parents, children, visitors, and staff at the Boulder JCC. The Receptionist serves as one of the most important ambassadors for the Boulder JCC as he/she is often the first person a visitor encounters upon entering/calling the agency. The receptionist will greet visitors, direct all incoming foot and phone traffic, schedule meeting/activity rooms, and answer BJCC inquiries, including some high-level program questions. The Receptionist also plays an important role in the security at the Boulder JCC, by following security protocols, maintaining an accurate visitor log, and engaging others as needed to ensure safety at the BJCC.

KEY RESPONSIBILITIES

Reception/Managing phone and foot traffic

- Welcome visitors to the Boulder JCC; verbally greet each visitor to the extent possible with a warm and welcoming disposition

- Help direct visitors to destination
- Answer main Boulder JCC phone line; screen and direct calls as needed
- Ensure visitor comfort in lobby
- Answer inquiries on the phone or in person
- Take messages when needed and forward to appropriate person in a timely fashion
- Maintain welcoming, organized, and clean reception and lobby areas
 - Monitor and update Community Welcoming Board; keep current per **Community Board Process**
- Ensure that reception area is always staffed

Security

- Opening building:
 - Turn on lights
 - Set up coffee in Admin suite
 - Set up for early meetings per meeting requirements
- Monitor people entering the BJCC
- Maintain visitors' logbook and prepare visitor badges
- Understand, follow, and engage others in security processes and protocols
- Be aware of, and respond appropriately to security concerns
- Partner with security guard to coordinate on any security concerns/protocols
- Closing Building:
 - Clean Admin coffee urn/kitchen area
 - Turn off lights

Staff Support

- Direct inquiries by staff to appropriate department
- Support management of internal reservations of Boulder JCC facility for staff per **Internal Reservation Process**
 - Maintain reservation calendar
 - Confirm holds/reservations
 - Facilitate information gathering
- Provide general clerical and administrative support as requested
- Provide meeting support as required including room and beverage set up for internal meetings and rental clients, as requested
- Manage mail
 - Receive and sort incoming mail and deliveries
 - Prepare outgoing mail and deliveries

Other

- Monitor Tumble Room
 - Take payment
- Maintain Petty Cash Box per **Petty Cash Process and Policy**

SKILLS AND QUALIFICATIONS

- Demonstrated customer-service orientation; welcoming and professional demeanor
- Strong interpersonal skills

- Ability to work afternoons and evenings (2 to 4 weekday evenings a week until 9 pm)
- Strong verbal communication skills, including listening, and speaking
- Strong written communications skills
- Strong and amiable telephone presence
- Highly organized with attention to detail
- Solid computer skills (Microsoft Office Suite and Google Suite)
- Able to manage multiple tasks simultaneously
- Reliable
- Able to manage stressful situations
- Able to execute administrative and clerical functions
- Able to process and protect confidential information in a professional and discreet manner
- Able to work independently and collaboratively in a team environment

Qualified applicants: please send a letter of interest and a current resume by email to jobs@boulderjcc.org. Thank you.