



Gordon Jewish Community Center of Nashville  
801 Percy Warner Blvd. Nashville, TN 37205  
P: 615.356.7170 | F: 615.353.2659  
www.nashvillejcc.org

## Job Description

### Membership Desk Associate

The Membership Desk Associate is responsible for greeting and welcoming members, answering questions, processing transactions and upselling services. The job requires dependability, flexibility, ability to multi-task and attention to detail. **Must be able to work evenings and weekends, with flexibility to cover other shifts, as needed.**

#### Responsibilities:

1. Customer service is a priority! Make all members and guests at the Gordon JCC feel welcome.
2. Greet all individuals coming in to the Gordon JCC and provide the information and/or services requested in a positive manner.
3. Request member identification scan cards to ensure member is in good standing. Follow procedures for members who do not have proper ID.
4. Greet all visitors and members and verify membership status upon check-in.
5. Provide information regarding Gordon JCC membership, policies and procedures, program events and classes, current and upcoming activities.
6. Answer incoming calls and route calls using proper phone etiquette.
7. Process financial transactions (i.e. class enrollment, guest passes, donations, etc.).
8. Process membership applications (i.e. paperwork, payment, picture IDs).
9. Follow established procedures in the event of an emergency including contacting security/EMT/Fire Department.
10. Assist membership department with projects as needed.

#### Education & Experience:

1. Minimum of 3 years customer service experience
2. Proficient computer skills including ability to learn proprietary system
3. Familiarity with processing financial transactions and maintaining cash drawer

#### Knowledge/Skills/Abilities:

1. Professional and friendly attitude is essential
2. Provide excellent customer service to members, guests, visitors and colleagues
3. Be reliable and dependable with respect to attendance
4. Must respect and maintain confidentiality of members and information
5. Willing to work additional shifts on an as-needed basis



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**Work Environment:**

The work environment characteristics are representative of a community center. The pace of work is variable with the possibility of multiple requests occurring simultaneously. The physical demands of the position include sitting for long periods of time. Incumbents are required to use computer, telephone and other general office equipment.

The Gordon Jewish Community Center is at the center of Jewish life in Nashville, providing recreational, educational, social and cultural programs and services to over 1,900 membership units. Located on a beautiful 52-acre campus in west Nashville, it is a place where non-Jews are welcome to join, play and learn side by side with their Jewish neighbors. The Gordon JCC is an equal opportunity employer.

Job Type: Part-time

Pay: \$15.00 per hour

Expected hours: No more than 29 per week

Benefits:

- Employee discount

Schedule:

- 4 hour shift
- Day shift
- Evenings as needed
- Evening shift
- Morning shift
- Weekends as needed

Work Location: In person