



Redeemer West Side Job Description

Position: Front Desk Associate at W83 Ministry Center

FLSA Status: Non- Exempt

Department: W83 Ministry Center

Date: April 2021

Work Hours: On-call

Reports to: W83 Visitor Services Supervisor

Position summary

W83 Ministry Center, home of Redeemer West Side Church located at 150 W 83 St., is seeking an experienced On-call Front Desk Associate with flexible availability to assist with our staff, clients, guests and vendors' ongoing needs. This is a great opportunity for candidates residing in or near the Upper West Side area of Manhattan.

The Front Desk Associate greets and responds to all staff, clients and guests of W83 in a respectful and professional manner, creating a warm, welcoming and supporting atmosphere. In addition, the Front Desk Associate answers the main telephone line, responds to questions, transfers calls to the appropriate party, and manages communications via walkie-talkies with on-site staff as needed. The Front Desk Associate also performs daily tasks including basic administrative support duties.

Job description

- Welcome all visitors coming into W83 Ministry Center, and answer all visitor questions with the highest level of customer service at the reception desk.
- Enforce COVID-19 guidelines and protocols including potential health screening and documenting contact information for contact tracing if needed.
- Monitor video camera surveillance and uphold security measures for the safety of all in the building.
- Answer phones and emails.
- Replenish brochures, handouts, and other materials in the main lobby and in the gallery.
- Report incidents or negative guest experiences to the appropriate management staff.
- Receive, sort, and distribute deliveries and mail.
- Perform other duties as required by management.

Skills & Experiences

- Exceptional customer service skills, aiming to provide outstanding service.
- Strong interpersonal skills and excellent telephone etiquette.
- Excellent problem solving skills for immediate response to any number of issues that may be expected at a reception desk including security issues, hospitality with a diverse population, and high stress emergency situations.
- Must be organized, with excellent follow up skills and ability to remain calm.
- Proficient computer skills. Comfortable using G-Suite office applications and preferred experience with Macs.

- Ability to multitask - capable of maintaining a positive attitude while managing several tasks and requests at once.
- Prior experience in the hospitality or retail industry preferred but not required.
- Ability to lift, pull, and push a moderate weight (about 50 pounds).
- CPR certification and/or other first aid training a plus.
- Proficiency in Spanish a plus.
- Familiarity with the UWS of Manhattan or living in the neighborhood is a big plus!

Qualifications

- Must be aligned with Redeemer West Side and W83 Ministry Center's faith values, mission, and vision.
- Ability to interact with visitors, clients, and employees with an outgoing positive attitude.
- Familiarity with customer service best practices.
- Able to stay calm under pressure and think quickly on his/her feet.
- Must have flexibility in schedule to work evenings and weekends.
- Commitment to a high level of service and mature professionalism.

This is an on-call position. Please send a cover letter and resume to hr@redeemer.com.