



Redeemer West Side Job Description

Position: Visitor Services Supervisor at W83 Ministry Center
FLSA Status: Non- Exempt
Department: W83 Ministry Center
Date: June, 2019
Band: 5
Work Hours: Part-time A
Reports to: W83 Director

Position summary

W83 Ministry Center seeks an experienced, personable, professional, and collaborative Visitor Service Supervisor (VSS) to manage guest services and supervise the team of reception desk associates. As the home of Redeemer West Side Church, W83 Ministry Center also serves as a space for culture and community on the Upper West Side of Manhattan. Reporting to the Director of the W83 Ministry Center, the VSS oversees reception desk services and lobby operations for a building that receives 2,000+ visitors each week. The VSS leads the reception desk associates as a face of hospitality representing W83 Ministry Center and Redeemer West Side, advancing our mission of serving neighbors across NYC by creating an appealing experience and providing the highest standard of customer service for all our guests.

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 security and safety guidelines throughout the building and assist with crowd control during events
- Answer phones and emails
- Supervise a team of 3-4 associates
- Uphold and create as needed policies and protocols for visitor services
- Coordinate front desk operations and maintain various directories and informational documents using BuildingLink and G-suite office applications
- Replenish brochures, handouts, and other materials in the main lobby and in the gallery
- Reporting incidents or negative guest experiences to the appropriate management staff
- Manage the reception desk staffing schedule and coordinate with staff to make sure all shifts are filled
- Work with the Events team to coordinate deliveries, pickups, event load-ins and load-outs
- Work with the Operations team to coordinate and communicate event setup logistics as needed
- Train associates in the areas of general procedures, building policy, emergency procedures, and good customer service
- Develop and maintain good working relationships with all reception desk associates while setting and maintaining the necessary standards for a professional visitor services team
- Perform other duties as required by management

Skills & Experiences

- At least 1-2 years of supervisory experience in a customer service industry including but not excluded to retail, restaurant and food services, or hospitality services.
- Associate's degree or equivalent work experience
- Strong working knowledge of Microsoft Word and Excel. Comfortable using G-Suite office applications (Google Docs, Sheets, Slides, etc.). Preferred experience with BuildingLink.
- High written and verbal communications skills
- Strong interpersonal skills
- 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 preferred

Qualifications

- Excellent problem solving, organization, leadership, and time management skills
- Flexibility to adapt to changing priorities/deadlines including the ability to multi-task and juggle many competing priorities
- Capable of thinking innovatively, using sound, professional judgment
- Ability to work independently and collaboratively; valuing teamwork within departments and across organizations within the Redeemer Presbyterian Church network
- Passionate about customer service and relationship management
- Able to stay calm under pressure and think quickly on his/her feet
- Ability to interact with visitors, clients, and employees with an outgoing positive attitude
- Familiarity with customer service best practices
- Must have flexibility in schedule to work evenings and weekends.
- Commitment to a high level of service and mature professionalism.
- Strong alignment with Redeemer West Side and W83 Ministry Center's mission, vision, and values.

This position is 30 hours a week and includes benefits. Please send cover letter, resume to hr@redeemer.com