Job title	**Front Desk Assistant**
Reports to	**Director of Library, Recreation, and Community Programs**

Job Purpose

SALARY: $14/hr

PART-TIME; 19 Hours/Week

The Randolph Community Programs Department's mission is to provide quality and enriching fitness, sports, educational, cultural, and intergenerational experiences. The main hub for these experiences is the Randolph Intergenerational Community Center (RICC), a gathering place for Randolph residents of all ages. Our programs and services are designed with a focus on the diverse physical, social, and emotional needs of the residents of Randolph.

The Randolph Community Programs Department is seeking a part-time front desk assistant to provide a consistent and reliable customer service experience for residents and guests at the RICC.

DUTIES AND RESPONSIBILITIES:

• Primarily responsible for acknowledging and warmly greeting any and all visitors to the RICC and ensuring prompt and courteous service.
• Receive and handle telephone calls. Direct calls/inquiries to appropriate staff.
• Handle merchandise sales
• Handle cash, make change, and operate MyRec Software.
• Process new memberships.
• Process passports for the public.
• Remain up to date on program and event offerings.
• Promote programs and special events, making insightful recommendations that reflect the needs/interests of the community.
• Check in RICC members/Track non-member usage.
• Be available to answer any questions regarding programs and policies.
• Open/close register as needed or requested.

Desired Skills & Experience:

- High School diploma or equivalent required.
- A strong dedication to fantastic customer service
- Reliability and punctuality is essential.

- General knowledge of Microsoft Word, Excel and PowerPoint required as well as proficiency in office equipment such as telephones, copy machines, fax machines, and printers.
- ***Multilingual applicants are encouraged to apply.***
- ***Afternoons/evenings and Saturday hours required.***

We offer an exciting and innovative work environment with a culture committed to serving all members of our community.

Working conditions

While performing the duties of this job, the employee is required to traverse a large facility interacting with the public. The noise level in the office environment is usually quiet however other aspects of the job may require working in moderate to loud noise levels.

Physical requirements

Position requires long periods of sitting at a desk, as well as some moderate lifting up to 50 pounds.