

TIMPANY CENTER



**SAN JOSÉ STATE
UNIVERSITY**



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| Position: | Front Desk/Reception Staff |
| Department: | Operations |
| Immediate Supervisor: | Operations Director |
| Posting Date: | March 7, 2018 |
| Closing Date: | Open |
| Salary: | Starting at \$13.50/hour |
| Exempt Status: | Non-Exempt |
| Appointment: | Position is contingent on receipt of grant and is renewable each year dependent on funding |

TIMPANY CENTER'S MISSION STATEMENT

To provide, through multi-agency involvement and San José State University student service learning, inclusive aquatic and land-based activities that target the promotion of physical health and wellness in individuals with disabilities, obesity, and/or advanced age from the greater Santa Clara County community.

GENERAL NATURE OF POSITION:

The front desk/reception staff acts as the first point of contact for all members, patients, students, and prospective members when they call and/or visit the Timpany Center.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- A.** To ensure the health and safety of the patrons within the facility. This includes appropriate and efficient emergency response when needed.
- B.** To enforce the facility rules in an appropriate, fair and equitable manner and explain the rationale for the rule(s) when needed.
- C.** Adhere to the policies and procedures set forth in the *Front Desk Handbook*.
- D.** Attend all staff meetings as requested.
- E.** Be on time and cover all assigned hours.
- F.** If unable to work, staff should find an approved substitute.
- G.** Attend to the cleanliness of the facility per checklists in place
- H.** Answer phones, take/deliver detailed messages, place calls on hold.
- I.** Give facility tours
- J.** Sign up individuals for memberships, classes, swim lessons, etc.
- K.** Cash handling and cashing out
- L.** Make copies of handouts, membership forms, and other desk forms

- M.** Post and/take down outdated signs/announcements
- N.** Assist supervisors and directors with various operations
- O.** Perform other job related tasks as assigned.

INTERPERSONAL CONTACTS

- Have the strength and maturity to handle varying degrees of communication from extremely opinionated members including criticism, questions, and operational oriented ideas/concerns
- Be sensitive toward and have the maturity to work with individuals who have special needs including: Obesity, disabilities, and advanced age

QUALIFICATIONS

1. EDUCATION AND EXPERIENCE

- a. Minimum 2 years in customer service and/or clerical setting
- b. General knowledge of modern office practices and procedures, including computer applications.

2. KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

- a. CPR & First Aid (Preferred)

3. ENVIRONMENTAL CONDITIONS

- a. Must be able to sit for extended periods of time.

4. COMPLEXITY OF DUTIES

- a. Must be able to effectively multi-task, for example: answer and place a call on hold while attending to a member who is asking a question in-person

This position description intends to describe the general nature and level of work being performed by people assigned to this job. It is not intended to include all duties and responsibilities. The order in which duties and responsibilities are listed is not significant.

SUPERVISORY RESPONSIBILITIES:

None

APPLICATION PROCEDURE

To apply for this position, you may submit a letter of interest and a resume or an application. An application and other information may be obtained from the Foundation Human Resources Department's website: <http://www.sjsufoundation.org/pdf/Employment%20Application%20Form.pdf>

Please send all completed materials to:

Timpany Center
Attn: Program & Operations Director
730 Empey Way
San Jose, CA 95128
timpanycenter@gmail.com

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