

# Front Desk Job Description

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## Position Description

The NECC is an independent non-profit community center serving the fitness & wellness needs of all ages. We have a great community atmosphere, and we are looking for the perfect fit to join our cohesive administrative support staff team. If you are a team player who can effectively balance multiple demands in a fast-paced, customer service position, we would like to hear from you.

## Duties

In this position, you will interact with customers; answer questions about membership & programming; complete a wide range of administrative tasks in a complex database management system; organize files, systems & records; and provide support for membership, programming & outreach. Job responsibilities during a single shift can range from opening our facility, folding towels, helping a member to their car, lowering basketball hoops for children, and processing membership documents. We are looking for a candidate, who is flexible, enjoys filling a variety of different roles and who is interested in working in a vibrant and diverse community-focused environment.

## Position Requirements:

- The ability to juggle multiple tasks while providing friendly customer service;
- Comfort exercising judgement within a set of parameters;
- Proficiency with office technology & software, including Word, Excel & Outlook;
- Experience with – and/or ability to quickly learn – membership software;
- Inquisitiveness about the NECC’s role as a non-profit in the community and a commitment to fulfilling that role;
- First Aid, Adult/Child/Infant CPR & AED Certifications (or ability to obtain upon hire);
- Must pass a background check (Though prior involvement with the justice system is not necessarily disqualifying).

## The Ideal Candidate is:

- Fun, friendly, positive & focused;
- Punctual & Dependable;
- Proactive & Inquisitive;
- Strong attention to detail;
- Ability to remain calm & friendly during times of stress;
- Excited about working for a non-profit organization.



## Position Details:

- This is a part-time position, requiring approximately 15-20 hours/week.
- Ability to work a flexible schedule, including morning, evening, and weekend shifts.
- Starting hourly wage – \$13-14 (DOE) with review after 60-day probationary period.

## Equity and Inclusion:

The NECC respects, values, and welcomes diversity in its workforce, its members, and in the community it serves. The NECC provides equal employment opportunities without regard to race, age, religion, gender, national origin, ancestry, age, disability, veteran status, sexual orientation, or any other characteristic protected by Federal, State or local law, regulation, or ordinance. **People of all backgrounds are encouraged to apply!**

## To Apply

*Send your resume and a cover letter letting us know why you would be a good fit for this specific position to [jobs@necommunitycenter.org](mailto:jobs@necommunitycenter.org). Applications without cover letters will not be reviewed.*