

Operations Assistant & Front Desk Attendant

Reports To: Operations Manager

Starting Wage: \$17.50-18 DOE + Benefits

Full Time: 34-40 hrs/week, Non-Exempt.

- This position requires evening and weekend shifts at our Front Desk: Tuesday – Friday, 2:15-8:15pm and Saturdays, 12:15-3:15pm.

About the Northeast Community Center

The NECC is an independent non-profit community center in NE Portland that is located in the former NE Family YMCA facility at NE 38th & Broadway. The NECC fills a geographic “gap” in Portland Parks and Recreation Community Centers and indoor pools, and currently provides vibrant fitness, wellness, aquatics, and youth programs that are popular with NECC’s immediate neighbors.

Guided by a strategic plan that prioritizes equity and community-responsive programming, the NECC is emerging from COVID restrictions with renewed focus on its role in providing inclusive, equitable, and relevant programming that supports individual wellness and creates a healthy and resilient community.

The NECC is committed to building a diverse and inclusive staff that represents the neighborhoods we serve. We value the life experiences of BIPOC, LGBTQIA2S+, and other persons identifying as a member of a community that has been marginalized.

Job Overview

We have a great community atmosphere, and we are looking for someone who enjoys both connecting with people of all ages and accomplishing the nuts and bolts administrative work required to successfully implement exceptional mission-based programs. This position is perfect for someone who wants to make a difference in their community, loves variety in their job, and is a fast learner.

Front Desk

The majority hours of this position will be spent working the closing shift at our Front Desk. Front Desk staff have three essential responsibilities:

1. Managing safety within and access to the facility
2. Providing welcoming and culturally competent customer service to community members
3. Completing administrative tasks related to membership and programming

Other 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.

During the afternoon/evening shifts, front desk staff get to know the families in our After School Time program, welcome new participants into our swim lessons, check people in for evening Zumba, and much more.

Operations Assistant

When not handling routine front desk duties, the person in this position will be acting as the Operations Assistant - providing administrative support to the Operations Manager and the Program Supervisory team. Some responsibilities include:

- Input program schedules into online registration systems
- Maintain the center's facility schedule through Google Calendar
- Support customers with issues related to online registration or membership software
- Compile reports on membership and programming for leadership team
- Utilizing Survey Monkey or similar tool, organize and implement program evaluations
- Support leadership team with analyzing program evaluation data

Position Requirements

Because studies have shown that women and POC are less likely to apply for jobs unless they meet all of the qualifications in the job description, we strongly encourage you to apply even if you do not meet every one of the qualifications described.

- Experienced with office technology & software, including Word, Excel & Outlook (or Google equivalent), and very comfortable and confident navigating new technology
- Excellent problem-solving skills and able to understand how individual tech problems fit into wider structures
- Curious and inquisitive
- Able to build long-term relationships with clients and provide friendly customer service even when faced with multiple demands
- Willing to ask questions but prepared to work independently and not afraid to take action
- Able to maintain confidentiality, including participants' income and payment records
- Ready to communicate and enforce all facility and Covid-19 guidelines
- Understanding of implicit bias, microaggressions, and the ability to communicate with participants in a way that reflects the NECC values all voices and contributors
- Demonstrate awareness of others' social identities (e.g., race, gender, disability status, religion, etc.) and understands their relevance in the workplace and NECC programs and activities
- Encouraged but not required:
 - Bilingual
 - Life experience as Black, Indigenous, or Person of Color, LGBTQIA2S+, or any persons identifying as a member of a marginalized community

Position Details

- Compensation & Benefits
 - Starting hourly wage – \$17.50-18 depending on experience
 - Medical, dental, vision, and alternative care insurance (90% of premium employer-paid);
 - Earned sick leave; vacation; holiday pay (specific dates)
- Full-time position, non-exempt. Ranging from 34-40 hours/week.

- This position requires 27 hours of evening and weekend shifts at our Front Desk: Tuesday – Friday, 2:15-8:15pm and Saturdays, 12:15-3:15pm. The remaining time will be flexible with an unpaid 30-minute lunch break.
- This position will require you to work some of your hours independently with minimal supervision. Staff will never be alone in the building and will always have one other staff member present during their shifts.
- This position requires you to: move throughout the building, ascend/descend two flights of stairs at least twice every shift, operate a computer, converse over the phone, and observe people entering and exiting the facility. Unfortunately, our building is not currently ADA accessible.
- 100% of staff at the NECC has received the Covid-19 vaccine. The person hired for this position will be required to be fully vaccinated, or may request an approved accommodation.
- If selected, candidates will need to submit to a background check. Prior involvement with the justice system will not immediately disqualify a candidate.

To Apply – Submit the following to jobs@necommunitycenter.org

- Your resume or a full description of your qualifications as it relates to the position
- Candidates will receive the strongest consideration if they include a cover letter or email describing how their prior experience qualifies them for this position.

Timeline: Applications are accepted and interviews scheduled on a rolling basis. We encourage you to submit your application as soon as possible to be considered for the position.