

Front Desk Associate

Reports To: Operations Manager

Starting Wage: \$16-17 DOE

Part Time: 15hrs/week, Non-Exempt.

- This position requires the following schedule: Thursdays and Fridays from 9:15am-3pm, and Saturdays from 6:45am-10:00am

About the Northeast Community Center

The NECC is an independent non-profit community center and treasured neighborhood anchor in NE Portland. Located in the former NE Family YMCA facility, the NECC is a vibrant hub offering recreation, aquatics, fitness, wellness, and enrichment programs and activities for all ages. Valued by staff and participants for its welcoming intergenerational environment, the NECC strives to strengthen the fabric of our community by providing opportunities to stay active, socially connected, and physically/mentally/emotionally healthy.

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 individuals and communities who face systemic oppression and have experienced barriers to participation. Throughout all levels of the organization, staff find meaning in their work and are connected to participants. The NECC and the individuals who work here value learning, adapting, and growing.

Job Overview

This role is perfect for someone who thrives in a fast-paced environment, adapts quickly to new technology, and wants to make a difference in their community. If you enjoy connecting with people and can effectively balance overlapping demands in a customer service position, we would like to hear from you.

This position reports to the Operations Manager and has 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, tidying up the lobby, helping a member to their car, processing membership documents, and working on special projects.

During the midday and morning shifts, front desk staff get to know our regular lap swim participants, greet families arriving for swim lessons, check people in for fitness classes, and much more.

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.

- Proven experience providing exceptional customer service in a fast-paced environment. Experience working at food service, retail, or fitness establishments translates well to this position.
- Familiarity with office software such as Microsoft Office Suite (Word, Excel, Outlook) or Google Workspace, with a demonstrated ability to learn and use new technology quickly.

- Strong verbal and written communication skills, with the ability to convey information clearly to individuals and groups.
- Demonstrated ability to assess situations, solve problems independently, and take proactive action as needed.
- 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 .
- Capable of enforcing guidelines, policies, and community agreements with consistency and sensitivity.
- Understanding of implicit bias, microaggressions, and the ability to engage with people from diverse social identities with respect and equity.
- 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 (Spanish preferred).
 - Life experience as Black, Indigenous, or Person of Color, LGBTQIA2S+, or any persons identifying as a member of a marginalized community.
 - Experience working with MindBody or other similar software.

Position Details

- Compensation & Benefits
 - Starting hourly wage – \$16-17 depending on experience
 - Accrued paid-time-off
 - Complementary NECC Membership
- Part-time position, non-exempt. Approximately 15 hours/week.
- We are hiring for the following shifts: Thursdays and Fridays from 9:15am-3pm, and Saturdays from 6:45-10:00am
- 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 an equivalent description of your qualifications as it relates to the position
- We'd appreciate it if you could also include an email describing your interest in the position and connecting your experience to the role.

Timeline: We are interested in hiring for this position as soon as possible, but the holidays may make sticking to our projected timeline difficult. We encourage all interested applicants to apply by Friday, December 20th. Interviews will take place in person at the center the week of December 30th, with the goal of the selected candidate starting no later than January 9th.