

# Front Desk Associate

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**Reports To:** Front Desk Lead

**Starting Wage:** \$17-18/hour DOE

**Part Time:** 7.5/week, Non-Exempt.

- Mornings: Mondays & Fridays (5:45 am-9:30 am) Approx. 7.5 hrs/week

## 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.

The front desk position 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 evening and weekend shifts, front desk staff get to know the families in our After School Time program, 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.

- Experience providing exceptional customer service in a fast-paced environment. A background 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 and communicate when in need of support. Prepared to work independently and not afraid to take action.
- Able to maintain confidentiality, including participant 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 understand their relevance in the workplace and NECC programs.
- 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: \$17-18 starting hourly wage depending on experience, accrued paid-time-off, and complementary NECC Membership
- Part-time position, non-exempt. Shift start and end times are as follows:
  - Mornings: Mondays & Fridays (5:45 am-9:30 am) Approx. 7.5 hrs/week
- 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.
- All NECC staff qualify as mandatory reporters of suspected abuse or neglect of children.

Apply at [tinyurl.com/FDhiringnecc](https://tinyurl.com/FDhiringnecc)

**Timeline:** Applications are due by December 16<sup>th</sup>. Phone screeners will be followed by in-person interviews at the center, with the goal of the selected candidate starting the week of December 29<sup>th</sup> or January 5<sup>th</sup>, depending on holiday schedules. This timeline may shift depending on the number of applications we receive. If you have any questions about the status of your application, please reach out to [jobs@necommunitycenter.org](mailto:jobs@necommunitycenter.org).